



Tips for Writing SACS/COC
Assessment Plans for Non-Academic
Units

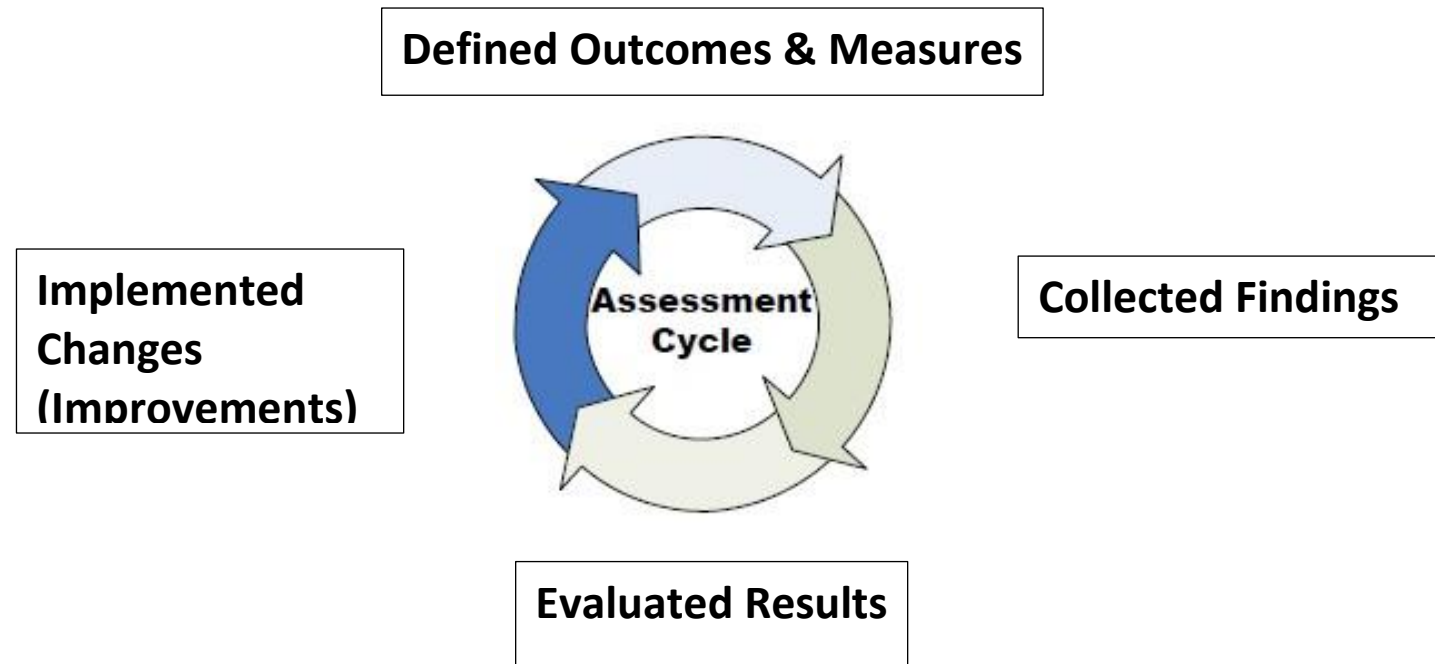
Office of Institutional Planning, Research, and Assessment
(IRPA)



**Southern Association of Colleges and Schools
Commission on Colleges**



SACSCOC DECENNIAL REPORT REQUIRES CLEAR EVIDENCE THAT ALL UNITS HAVE



The Process of Evaluation and Accreditation:

The internal review allows an institution to consider its effectiveness in achieving its stated mission and its compliance with the accreditation requirements established by the member institutions. Furthermore, it helps an institution evaluate its efforts in enhancing the quality of student learning and the quality of programs and services offered to its constituencies as well as challenge itself to examine its successes in accomplishing its mission.

This repetitive cycle should collect three to five years of data to analyze and interpret. Such voluminous amount of data collected is known as “thick description” a qualitative process to interpret quantitative data results. Thick description results from an ongoing assessment process that measures program or service unit outcomes for academic or non-academic support units that measures not just the performance, but its quality as well, so that the performance can be better understood by peer evaluators.

At the culmination of the internal review, peer evaluators representing SACSCOC will apply their professional judgment through a preliminary assessment of the institution March of 2021; elected Commissioners of SACSCOC make the final determination of an institution’s compliance with the accreditation requirements by December 2021.

Ideally you already evaluate your unit's effectiveness

- Monthly manager's report
- Grant reporting
- Staff reports
- Other

Do not create special data collection process for SACSCOC; just summarize existing processes.

Save time and unnecessary work by adapting your existing reports to the Assessment Plan templates

Do You Have Survey Data?

- Non-academic units often use survey data as an assessment tool
- Surveys are indirect measures of customer (student, faculty, staff) *experience*

Your Mission Statement Should

- Tie to SSU's Mission:
 - "Savannah State University's mission is to..."
- **Answer the questions — Who are you? What do you do? Who do you serve? What results do you expect?**

Example: Institutional Data Management collects, analyzes, and reports data to faculty, administrators and staff in order to provide information that supports institutional decision-making, planning, and effectiveness/assessment.

Type of Outcomes

1. Unit delivery outcomes

- Specific services and processes provided by the unit on a routine basis.

2. Program outcomes

- Broader, over-arching outcomes for the department

Unit Delivery Outcomes

- **What do you do to achieve your mission?**
- These outcomes reflect the core functions and purpose of your administrative unit, especially how you provide essential services to students, faculty, staff, parents, employers, alumni, etc. State operational outcomes in the present tense.
- *Example:*
 - *The Registrar's Office maintains accurate, secure student records.*
 - *The Business office communicates timely information about report processes and due dates.*

Sample Service Delivery Outcomes

- **Library:** Students will have basic information literacy skills.
- **Career Services:** Students will be able to create an effective resume.
- **Information Technology:** Staff will know to how use the student information system.
- **Human Resources:** New employees will be familiar with the benefit package.

2018-2019	 <p>SAVANNAH STATE UNIVERSITY</p>	Major/Area:
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NON-ACADEMIC SUPPORT UNIT INSTITUTIONAL EFFECTIVENESS PLAN

Unit Mission Statement

Linkage to Savannah State University Mission or Institutional Goals:

Linkage to the Expected Educational Results:

Objective	Assessment Criteria	Assessment Results	Use of Results /Improvements
1. Provide two workshops per semester on the general student policies.	1. Assessment Tools: a. General Student Policy Sign-in log; and b. End of Workshop Survey.	1.	1.

<p>2. To apprise on campus students of the College's safety policies and procedures (i.e., fire/evacuation drill)</p>	<p>2. Assessment Tools: a. Campus Security Safety Drill Report; and b. Residential Halls Safety Policies and Procedures Meetings Sign-in Roster.</p>	<p>2.</p>	<p>2.</p>
<p>3. Monitor Resident Hall Coordinators' foot patrol of dormitory floor(s) safety checks.</p>	<p>3. Assessment Tools a. Shift Logs; and b. Campus Video Cameras</p>	<p>3.</p>	<p>3.</p>
<p>4.</p>	<p>4.</p>	<p>4.</p>	<p>4.</p>

Program Outcomes

Are over archiving goals for the unit. When defining POs, consider what investments will be made in the unit within the next year to further develop the unit.

Program Outcome Considerations

<ul style="list-style-type: none">• Resources	<ul style="list-style-type: none">• Technology	<ul style="list-style-type: none">• Marketing and public relations
<ul style="list-style-type: none">• Staff professional activities	<ul style="list-style-type: none">• Facilities and equipment	<ul style="list-style-type: none">• Support services

Assessment Measures

How will you know you have achieved your goal?

- **Transactional data** are direct assessments of department processes or records of daily or regular transactions within the unit.
- **Customer satisfaction data** includes surveys, focus groups, exit interviews, etc. with the people who use your services to determine their level of satisfaction with your services.
Example for admissions— student survey of satisfaction of admissions process.

Examples of Measures

- **Administrative support**
 - timeliness in processing orders, budget growth (or savings), complaint tracking/resolution, public safety improvements, audits
- **Academic/student support**
 - number of students counseled, job placements, scholarship awards, seminar participation, leadership training participation
- **Academic scholarship**
 - number of peer-reviewed publications, conference presentations, research grants

Assessment Measures Examples

Satisfaction surveys, tied to outcomes	Event attendance
Number of applications, percentage change	Number of users, percentage change
Number of training sessions, growth in attendance	Number/amount of donations, percentage increase, number of new/alumni/parent/faculty and staff donors
Participant feedback	Customer satisfaction forms
Timeliness of response	Peer/benchmarking studies
Level of compliance	Average service time
Average wait time	Processing time for requests
Staff training hours	Focus groups
Opinion surveys	Auditor's findings
Number of complaints	Number of errors, error rate
Awareness surveys	Pre- and post-workshop tests

Remember

***EVERYONE PLAYS A ROLE IN
ASSESSMENT***