



USING YOUR ASSESSMENT RESULTS FOR IMPROVEMENT IN ADMINISTRATIVE & EDUCATIONAL SUPPORT UNITS

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ASSESSMENT PROCESS

We have previously learned about the planning, data collection, and reporting stages of the assessment process. Once you have completed these three stages now is the time for the most important stage of the assessment process.





USE OF RESULTS FOR IMPROVEMENT

STAGE FOUR

WHAT DOES USING RESULTS FOR IMPROVEMENT MEAN?

It involves administrators and staff working together to closely look at assessment findings and specify what improvements need to be made.

The use of results also helps:

- 1) drive decision-making,
- 2) refine goals, objectives, and outcomes, and
- 3) improve the assessment process, if need be.

The first step in using our results is to create your unit's action plans

ACTION PLANS

An **action plan** is the follow-up to the assessment just conducted. Actions must be identified for each objective, even if that action is to replace the objective with another one. Actions should also be as specific as possible, and should show that the team has thought through the results

EXAMPLES OF ACTION PLANS

Process Changes

changing intake/communication procedures

developing/revising forms

going electronic

creating work flow/charts

expanding a service

eliminating redundancy

Employee Support

office retreat

professional development

trainings/workshops

technology assistance

Customer Service Changes

developing communication protocols

automated response/follow-up

adding web-based services

developing/revising handbooks/manuals

ACTION PLANS AND THE ASSESSMENT PROCESS

A commonly reported use of results is to *refine the assessment process* itself:

- New or refined instruments
- Improved methods of data collection (instructions, incentives, timing, setting, etc.)
- Changes in participant samples

WHAT DO WE DO IN THESE SITUATIONS?

Results are difficult to interpret

Review the assessment method selected. It may be necessary to change the assessment instrument/tool (change the measure)

Results can be interpreted but do not provide sufficient detail to inform a meaningful decision

Additional measures may need to be added. It may be necessary to revise the measure to provide more meaningful information (i.e. change survey items).

The target was not achieved

Consider adding action steps (e.g., professional development, revision of course content) that increase the likelihood of attaining the desired outcome target. Adjust the target level if needed.

Target was achieved

Celebrate your achievement and determine if the target should be adjusted to a higher standard or if sustainability efforts should be put into place to maintain the level of performance noted.

Target is achieved consistently (over more than one cycle)

Consider removing the expected outcome from your IE plan and replacing with another outcome and corresponding new target

DOCUMENTATION

If our activities/data/decisions/strategies and **resulting changes for improvement** are not documented...

...then SACSCOC will think they don't exist!

HOW TO DOCUMENT

- We focus on the unit
- Anonymity of all participants in our measures has to be maintained
- never identify anyone
- Clearly state how findings were reviewed
- Clearly state the changes implemented as a result of the findings
and **who or whom** will be implementing these changes

MOST IMPORTANTLY

We need to use our findings to:

- Plan,
- Strategize,
- and Improve.

All of this finishes our current cycle while simultaneously laying the foundation and groundwork for the next assessment cycle.

REFERENCES

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