

**SACS 3.3.1.2: Administrative Support Services  
Highlights from Spring 2016 Assessment Inventory**

**Responses received: 40**

**Major Administrative Units (Vice Presidents/Vice Provosts/Unit Directors)**

Advancement  
Athletics  
Business Affairs  
Communication & Marketing  
Community Engagement  
Finance & Business Affairs  
Health Affairs  
Human Resources  
Information technology  
Research & Innovation  
Some units within the Provost's Office

**Does your unit /department/office have:**

Mission statement

Yes	88%
No	10%
Unsure	2%

Written goals

Yes	93%
No	5%
Unsure	2%

Written and measurable outcomes

Yes	63%
No	25%
Unsure	12%

**Methods to assess outcomes:**

Anecdotal/informal feedback	93%
Tracking number served	80%
Benchmarking	77%
Focus groups	55%
Needs assessment	51%
Satisfaction surveys	47%
Environmental assessment	34%
Workplace climate assessments	33%
National standards/association assessments	22%

**Plans for program improvements utilizing assessment results**

Yes	82%
No	15%
Unsure	3%

**SACS 3.3.1.3: Academic/Student Support Services  
Highlights from Spring 2016 Assessment Inventory**

**Responses received: 43**

**Major Administrative Units (Vice Presidents/Vice Provosts/Unit Directors)**

Diversity and International Affairs  
Graduate Affairs  
Health Affairs  
Libraries  
Student Affairs  
Undergraduate Advising Practice  
Undergraduate Affairs  
Writing Center

**Does your unit /department/office have:**

Mission statement

Yes	81%
No	14%
Unsure	5%

Written goals

Yes	81%
No	10%
Unsure	9%

Written and measurable student learning outcomes

Yes	60%
No	33%
Unsure	7%

Written and measurable outcomes for administrative process

Yes	37%
No	37%
Unsure	26%

**Methods to assess outcomes:**

Tracking number served	93%
Anecdotal/informal feedback	90%
Satisfaction surveys	71%
Focus groups	62%
Benchmarking	61%
National standards/association assessments	60%
Needs assessment	55%
Workplace climate assessments	32%
Environmental assessment	28%

**Plans for program improvements utilizing assessment results**

Yes	86%
No	12%
Unsure	2%

## **Administrative & Academic/Student Support Services 2014-15 Annual Outcomes Assessment Report**

### Assessment Process and Timeline

As part of the University's SACS reaffirmation, each educational program and administrative unit is required to "identify expected outcomes, assess the extent to which it achieves these outcomes, and provide evidence of improvement based on analysis of the results" (SACSCOC Principle 3.3.1.). This evidence is documented in annual assessment reports. Currently, the chairs and department heads of each academic program submit Annual Student Learning Outcome (SLO) Reports to the Office of Institutional Effectiveness (IE). These SLO reports are collected by IE in an effort to document that UofL is engaged in evaluative processes that (1) result in continuing improvement in institutional quality and (2) demonstrate the institution is effectively accomplishing its mission. A comparable and parallel process is being initiated for the both the administrative and academic/student support units.

Below is a timeline and explanation of the roll out for this new reporting process:

- Thursday, June 25:** Bob Goldstein and IE staff will review the 2014-15 Outcomes Assessment Report process with the Leadership Team at the SACSCOC meeting. Reports will include the following components:
- Unit's mission statement
  - Unit's goals
  - Outcomes
  - Assessment methods
  - Performance targets
  - Results of the assessments
  - Action plan to improve unit's programs/services
- Monday, July 6:** IE staff will send 2014-15 Outcomes Assessment Report template and instructions to senior leadership of administrative and academic/student support units.
- July – September:** IE staff will be available to consult with senior leadership and/or designees in preparing 2014-15 Outcomes Assessment Reports.
- Friday, October 2:** Administrative and academic/student support units submit final reports to IE for review.
- January 2016:** IE will review reports and provide feedback and suggestions.