Administrative Assessment
What is Administrative Assessment?

Information is collected on office practices throughout the year to determine whether the office is meeting its goals.
Why are we doing this?

- Evaluate Effectiveness
  - Are we meeting our operational targets? Are targets reasonable?
- Identify strengths and weaknesses
  - Is there something that needs more resources?
- Develop strategies
  - What can we do to improve the student experience?
Why are we doing this?

- Evaluate Effectiveness
  - Are we meeting our operational targets? Are targets reasonable?
- Identify strengths and weaknesses
  - Is there something that needs more resources?
- Develop strategies
  - What can we do to improve the student experience?
What do YOU want to know about your office?

The assessment committee does have guidelines they want followed but most importantly they want this to be useful for YOU.

- What are you interested in learning about?
  - How do you track your office's contribution to campus?
  - Has your office taken on something new?

- Do you interact with students?
  - How many students use your office?
  - What do students think about your office?
  - What and how well are students learning?
  - Are students confident in their knowledge and abilities

- How does your office contribute to SU’s strategic plan?
Assessment is NOT...

- An annual report
- A judgment on your abilities
- An evaluation of co-workers
- An evaluation of students
Parts of the Assessment

Office Mission:
- Your office’s mission statement.

Introduction: A couple of paragraphs on...
- Important events since last assessment
- How last year’s results were used
- Response to committee feedback
Parts of the Assessment

Goals:
A broad statement of something you want to achieve as an office.

Outcomes:
What should happen as part of that goal?

Assessment Mechanism:
How can we measure or test that outcome?

Assessment Target:
What would be a success?
Goal - broad statement of what you want to achieve as an office?

“Coordinate and supervise all legal services for the University”

Outcome – what should be known or happen as part of that goal?

“Respond to open records requests as required by the Public Information Act”

Mechanism – how can we test that outcome?

“Is the office responding to requests in a “prompt” fashion”

Target – What would you considered a success?

“100% of responses will be provided to the requestor within 15 days of receiving the request”
Parts of the Assessment

Assessment Results:
- Report out on what you were measuring.
- Did you meet your target?
- Include previous years’ results if you have them.

Comments/Improvements:
- Why was your target met or not met?
- Are there some changes you would like to make?
What the Committee Wants

- Use different assessment mechanisms
- Your target metric should match your results metric
  - Target: 50% of meetings will have 10 attendees
  - Result: 75% (15 of 20) of meetings had 10 attendees » Target Met
- Previous year’s data if available
- Include rubrics used
- No specific names of people - students, professors, co-workers
- Connect to SU’s strategic plan (if appropriate)
Assessment Mechanisms

**Yes**
- Meeting set deadlines
- Successful events
  - Meeting a target number
  - Outcome of the event
- Participation in training
- Surveys
  - Quality of responses
  - Number of responses
  - Number of surveys

**No**
- Check lists
Targets

- It is OKAY to not meet the target
- Meeting all your targets? Great.
  - Maybe there’s something else you want to assess?
- Not meeting any of the targets? That's fine as well.
  - Is this result expected?
  - Do your targets need adjusting?
Feedback from the Assessment Committee

Fix Now
- Clarifications of ideas or jargon
- Typos that hurt understanding
- Incorrect data (copy-paste issues)

Address in next assessment
- Poorly defined targets
- Outcomes and mechanisms don’t align
- Misuse of rubrics

Suggestions
- Things the committee thought of that might be helpful
Resources

- New assessment website
  - [https://www.southwestern.edu/faculty-dean/assessment/](https://www.southwestern.edu/faculty-dean/assessment/)
  - Quick Start Guide done by Weave
  - Guiding Principles
  - Assessment Training Slides
  - Weave Demo Slides done by Hal
- Hal Hoeppner for all things Weave
- Natasha Williams for all things Assessment and some things Weave
- Michael Saenger for all things Assessment