



Amarillo College

**A Guide for Administrative Support  
Services Assessment**

**Adopted by the Assessment Committee: April 2021**

# Administrative Support Services Assessment Plan Guide

## Introduction

The purpose of this document is to provide guidelines for assessing the College's administrative support services. This aligns with SACSCOC standard 7.3: Administrative Effectiveness. The intent of the annual assessment plan for AC's administrative units is to:

- 1) Ensure the institution identifies expected outcomes,
- 2) assesses the extent to which it achieves these outcomes, and
- 3) provides evidence of seeking improvement based on the analysis of the results.

## Amarillo College Principles of Assessment

AC's process for assessing the effectiveness of administrative and learning outcomes is guided by the following principles:

1. In alignment with the mission of Amarillo College, the intent of assessment is to improve the processes that help our learners identify and achieve their educational goals.
2. Outcomes assessment is data-driven and focuses on achieving continuous improvement in educational and administrative programs and educational support services rather than identifying these programs' successes or failures.
3. Outcomes assessment of student learning, educational support, and administrative support will be a collaborative process involving faculty, staff and students.
4. Outcomes assessment results will not be used for evaluation of faculty or staff. Assessment results will be used to illuminate areas of opportunities for improvement and serve as a celebration of teaching and student learning. The demonstration of self-reflective assessment of our educational support services and academic programs ultimately leads to institution success.
5. Whenever possible, the methodologies for assessing outcomes will be inconspicuous to students or others who are being assessed.
6. Whenever possible, submissions used for assessment will come from existing assignments instead of ones specially created for outcomes assessment. We will honor and assess the work we already do.
7. The assessment process itself will be evaluated by the Assessment Committee to ensure our continued alignment with AC's Strategic Plan and in our own efforts for continuous improvement.
8. Amarillo College's Strategic Plan includes evaluating student success by establishing and assessing an institutional outcomes assessment program. The President's Cabinet supports these outcomes assessment efforts.

## Administrative Support Service Departments

As of the 2020-21 Academic Year, the following administrative support service areas provide documentation and evidence of annual assessment and improvements:

AC Foundation  
Business Affairs  
Child Development Lab School & Hagy  
Communications and Marketing  
Continuing Healthcare Education Operations  
Decision Analytics and Institutional Research  
Grants Development and Administration  
Hereford Campus Operations  
Human Resources  
Information Technology Services  
Institutional Effectiveness  
Intervention Programs  
KACV-Panhandle PBS  
Moore County Campus Operations  
Physical Plant  
Police Department

## Assessment Plan Components

Each plan must identify the department, persons responsible, and a department mission or purpose statement. The plan must also align with one or more of AC's Strategic Plan Institutional Goals of: Completion, Aligning Degrees with Labor Market Demand, Learning, Equity, and/or Financial Effectiveness.

The annual assessment plan consists of the following 7 components and are documented as such:

Annual Plan:

- Goals (Outcomes)
- Strategies
- Benchmarks
- Analysis of Results
- Action Plan for Seeking Improvement

Closing-the-Loop:

- Documentation of Implementation of Action Plans
- Documentation of Results and/or Improvement based on implementation

Annual Goals	Strategies	Targets (Benchmarks)	Analysis of Results	Action Plan for Seeking Improvement

1) To begin, each department develops S.M.A.R.T Goals. The departments develop a narrative about the goals they are working on each year. The focus is on areas that require improvement. Each department works on a strategy with the Office of Institutional Effectiveness through email or virtual/face-to-face meetings.

**Developing S.M.A.R.T Goals for Annual Assessment**



S.M.A.R.T goals are:

- Specific**      What do we want to accomplish?  
Why: Specific reasons, purpose or benefits of accomplishing the goal  
Who: Who is involved?  
Which: Identify requirements (essential attributes) and obstacles
  
- Measurable**      Need to establish concrete criteria for measuring progress toward the attainment of the goal  
Measurable goals use active verbs (Bloom’s Taxonomy) to describe expectations  
Measuring progress helps you stay on track, reach target dates, and experience continuous improvement

Guiding questions: How much are we looking for? How many are we seeking? How will I know when it is accomplished?

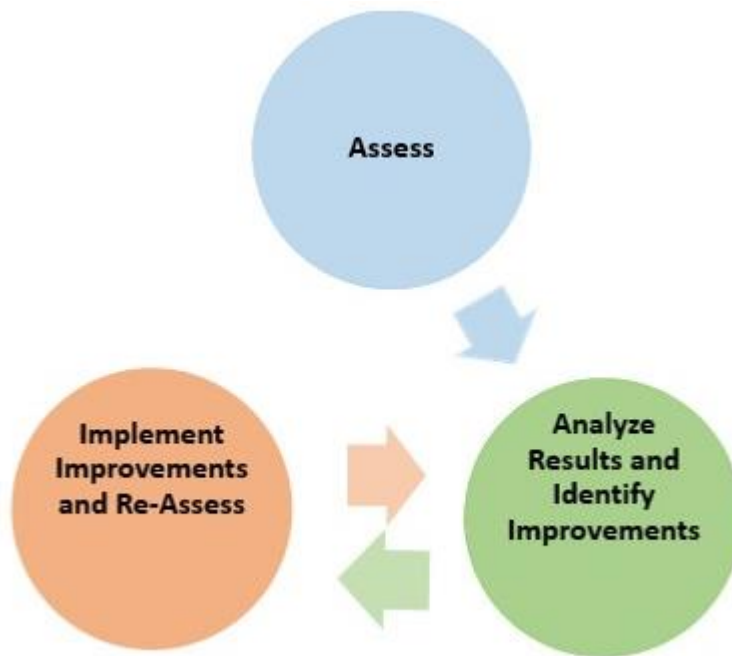
**Attainable** What is the importance of this goal? How to make it attainable may require new skills or a change. Think about this in terms of if you have the tools/skills required for this goal. If not, how do you get there? Question whether this is something you can achieve with your time and resources.

**Relevant** Does this align with your department's mission? Does it align with Amarillo College institutional goals?

**Timely** Set milestone dates and targets for completion. You need realistic timelines when accomplishing and assessing your goal. Ask Institutional Effectiveness regarding deliverables and a timeline if you are unsure. It's useful to define at the onset of goal-setting, the time constraints (if any) that you are dealing with.

- 2) Strategies must be developed. This answers how we will accomplish our goals. What strategies or activities are involved? What personnel are involved?
- 3) Targets or benchmarks must be described, stated, and typically are represented by a number, since your goal can and should be measurable. Some exceptions do exist for plans that are more qualitative in nature.
- 4) An analysis of the results at year end (each August) must be documented. This is your data based on your expected benchmarks for the year. Did you meet your benchmarks?
- 5) An action plan must be identified. This is your story of whether you reached your expected outcomes and what comes next in terms of improvement. Did you reach, exceed or fall short of your benchmarks? Will you be revisiting this goal for next year's plan? How do we continuously seek improvement?
- 6) In the following year, implement your action plans and document progress.

## Defining Closing-the-Loop\* for Administrative Assessment Plans



*\*The assessment cycle in the above diagram meets the definition of SACSCOC standard 7.3.*

### Annual Assessment Plan Timeline

- October 15 Submission of Parts I-III (Goals, Strategies, and Benchmarks) to Institutional Effectiveness via the online repository: [www.actx.edu/sacs](http://www.actx.edu/sacs)
- November 15 Institutional Effectiveness provides feedback to each department on Parts I-III and requests revision (if applicable) for clarity
- February 15 Institutional Effectiveness has a mid-point check in with all departments to provide guidance for ongoing plans
- September 15 Submission of Parts IV-V (Analysis of Results and Action Plans for Seeking Improvement)
- October 15 Institutional Effectiveness provides feedback to each department on Parts IV-V to assist in the strategic planning of next year's goals and strategies