



Department Assessment Plan and Results (Austin College Planning Reports)

1. Department and Division:

Registrar and Institutional Research– Academic Affairs

2. Assessment Year

AY __17-18_____

For reference:

Austin College Mission:

Austin College is a private, residential, co-educational college dedicated to educating undergraduate students in the liberal arts and sciences while also offering select pre-professional programs and a graduate teacher education program. Founded by the Presbyterian Church in 1849, Austin College continues its relationship with the church and its commitment to a heritage that values personal growth, justice, community, and service. An Austin College education emphasizes academic excellence, intellectual and personal integrity, and participation in community life. Thus Austin College affirms the importance of:

- A community that through its size, diversity, and programs fosters lively intellectual and social interaction among persons of different origins, experiences, beliefs, accomplishments, and goals.
- A program that does not discriminate with regard to religion or creed, gender, gender identity, sexual orientation, national or ethnic origin, physical disability, age, or economic status.
- A faculty that acknowledges teaching, sustained by active commitment to professional growth and development, as its primary responsibility.
- A student body of committed learners, actively involved in the programs of the college and in service to the greater community.
- A climate of civility and respect that encourages free inquiry and the open expression of ideas.
- A non-sectarian education that fosters the exploration and development of values through an awareness of the world's religious, philosophical, and cultural traditions.

The mission of Austin College is to educate students in the liberal arts and sciences in order to prepare them for rewarding careers and for full, engaged, and meaningful lives.

Retrieved from <http://www.austincollege.edu/about/mission/> on October 23, 2015.

3. Core Department Functions

Why does this department exist? How does it support the overall Austin College mission? Include 3 – 5 standard and mission critical functions that the department fulfills for the campus and students.

For example for the Registrar and IR Offices:

1. *Maintains the official student educational records for Austin College and communication of pertinent record information with need-to-know and permissible parties.*
2. *Serves to support the progress and graduation of students at Austin College by monitoring and communicating issues related to progress to degree and graduation requirements to students, faculty, and staff related to a particular student case.*
3. *Develops the course schedule and supports student registration into classes.*
4. *Implements and monitors the process and procedures to fulfill and comply with college, state and federal requirements.*
5. *Practices and maintains high data and student educational records integrity standards for the college.*
 - More general core functions encompass more of your day-to-day activities without being overwhelming.

4. Assessment Objective:

What do you want to impact with your department's actions?

Only cite one objective per form for clearer reporting and results. However, one data source may feed many objectives for an office. Assessment objectives could be used for many years in a row.

Sample Objectives:

- a. *Student transcripts will be sent out from our office within two business days of receipt of request.*
- b. *Students will graduate within four years of entering Austin College.*
- c. *Alumni student information will be imported into Colleague and digitized for campus-wide use.*

4(a). Related Core Function(s):

Which core function(s) (listed in item 3) does this objective address?

- a. *Relates to core functions 1 and 5.* Explain the connection if needed.
- b. *Relates to core function 2.*
- c. *Relates to core functions 1 and 5. Current paper files are being digitized for better records retention and security and data prior to SIS implementation needed by other offices on campus is being imported into the SIS for reporting and use.*

4(b). How the Assessment Objective Supports the Austin College Mission:

The mission of Austin College is to educate students in the liberal arts and sciences in order to prepare them for rewarding careers and for full, engaged, and meaningful lives.

5. Measures and Data Sources: *How will you measure if you have met the objective? Quantitative and qualitative measures can be included to share a full picture of what may be happening as a result of your department's actions.*

- a. *Tracking the number of transcripts we send out in a given year and whether or not they were sent out within 2 business days of receipt of the request. Barriers to timely distribution are being collected as well.*
- b. *Tracking the interventions by the REGO during the senior year to assist student graduation.* We have used this objective for several years. One year, we looked at the number of communications we had with students and mentors, so you may use the same objective multiple years but measure different aspects of operation that may relate to the objective.
- c. *Tracking the number of graduates records added to Colleague and number of files digitized.*

6. Target(s) for Success: *What level do you want to meet in your measurement that would indicate "success?"*

- a. *90% of transcript requests are sent out within 2 business days of the receipt of request.*

7. Results of the Assessment: *What is the summary of the data you collected?*

- Share summary data.
- Refer to original data sources if data is a part of a larger data collection process for the office.
- Be sure to share data that is pertinent to the Target for Success so that you can answer if you have met your target or not.
- Highlight things that surprised you that you may want to study more in the future.
- You can build upon your assessment from year to year. For instance, when we looked at the midterm concern reports for several years in a row. Each year we looked at the number of students that received reports, then another year we added looking at the percentage of faculty that reported at a given phase, term, etc. to assess patterns and impact of communications with them.

8. Conclusion: Did you meet your target(s) for success?

- Yes
- No
- Partially

9. Discussion: Closing the Loop:

Successes: *What went well, as expected, or better than expected? Any insights as to why can be shared here.*

Concerns: *What did not go as expected or presented challenges to success? Any insights can be shared here.*

Changes to Consider for the Future: *What changes do you plan to make as a result of this data? When do you plan on making these changes?*

Resources Needed for Changes: *What resources (money, time, human, access, etc.) do you need for the future to make these changes?*

Successes:

What went well...it is ok to share successes.

Concerns:

It is also OK to share concerns. You do not have to meet all of your targets.

Changes to Consider for the Future:

This is an important “closing the loop” items for SACSCOC. They want to see that you are setting outcomes (Assessment Objective), assessing those outcomes (Results), and then using those results to make changes, decisions, or simply confirm that you are meeting your core functions.

Tell us what your data tells you. It may tell you nothing needs to be changed. If so, state that. It may give you some unexpected results; talk about how you might monitor that result. You may have set a really high standard for department so you need to research some best practices...make a change in a process...it's OK not to meet a target. SACSCOC does not care what the result is...just that you are using the results to make decisions in your office.

Resources Needed for Changes:

This is an opportunity to tell your leadership that you may need resources to accomplish a change that needs to be made. Share if you need time to do something...funding to support a change...staff resources...a connection with another department on campus to support a change...whatever you need and why you think you need it based on your research into best practices or benchmarking. While you may not get the resources needed in a given year, you might in future years.

Printed Name of Staff Member Completing the Plan

Date

Vice President Review Signature*

Date

* Email confirmation of that VP review has been completed can also be included.