



Assessment of Administrative and Student Support Outcomes #350.030

INITIAL EFFECTIVE DATE:	LAST REVISION DATE:	RESPONSIBLE UNIVERSITY DIVISION/DEPARTMENT
TBA	TBD	Academic Affairs/Office of Academic Planning and Accountability

POLICY STATEMENT

The assessment of administrative and student support units contributes to the continuous improvement mission of the University. Annually, administrative units and student support units must identify outcomes, develop methods to assess the achievement of these outcomes, utilize data collected to analyze the achievement of outcomes based on pre-established criteria, and provide evidence of implementing data-informed improvement actions. Outcomes shall be related to the mission and primary directives of each unit and should include Student Learning Outcomes in units identified as serving a learning mission. This annual process serves to provide evidence of consistent engagement in assessment and continuous improvement practices, which demonstrates compliance with institutional accreditation requirements.

SCOPE

This policy applies to all administrative units and student support units, including those within academic units (i.e., Dean’s Offices, centers/institutes, and museums).

REASON FOR POLICY

This policy delineates the requirements set forth by Florida International University regarding the conditions under which administrative areas must be assessed, as mandated by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC).

The SACSCOC accreditation principles dictate that all administrative and student support service units assess processes and document data-driven improvement actions. Assessment reports for administrative and student support service units are submitted to SACSCOC every ten years for review.

This policy also serves to foster data-informed improvement processes aligned with FIU’s strategic plan that will impact student success. To achieve this, administrative units and student support units must create appropriate administrative outcomes and design applicable methods to measure these outcomes. These units are required to collect data, analyze data trends, and report the results of these outcomes annually. In addition, in accordance with the assessment cycle established by the Institutional Effectiveness team in the Office of Academic Planning and Accountability, units are required to describe improvement strategies at the end of each assessment cycle. A follow-up report documenting the implementation of improvement strategies is required one year after the improvement strategies are recorded. The effect of the improvement strategies on unit effectiveness needs to be taken into consideration when planning future assessment and improvement strategies.

DEFINITIONS	
TERM	DEFINITIONS
Administrative Assessment	Assessment outcomes and methods that focus on measuring the effectiveness and efficiency of a process, service, or learning experience within administrative or student support service units. Effectiveness and efficiency are determined by the unit and may address student success metrics, operational goals, and survey data.
Administrative Unit	Provides administrative support services for the institution to attain its strategic goals while improving operational efficiency.
Student Support Unit	Provides direct support to faculty and students related to their educational program(s), indirect support for student learning, or has a specific co-curricular mission that supports the student’s college experience.
Administrative Support Services Outcome	A measurable outcome that relates to supporting the infrastructure and mission of the university (e.g., recruitment, service and process efficiency measures, financial/budgetary goals).
Educational Support Services Outcome	A measurable outcome that relates to student support service activities and functions, including co-curricular

	student learning experiences (e.g., career advising, health services).
Research Outcome	A measurable outcome that relates to research productivity (e.g., targets for research by faculty members or students, special research initiatives, activities that increase the body of knowledge in a discipline or engagement in research activities).
Community Service Outcome	A measurable outcome that relates to community outreach/engagement (e.g., community partnerships; services provided to the community, including legal advice or medical care; initiatives to increase student or faculty participation in community service activities).

ROLES AND RESPONSIBILITIES

Administrative Unit or Student Support Unit: The unit drafts an assessment plan detailing the measurable outcomes deemed significant and the methods by which to assess their effectiveness and efficiency in these outcomes. Unit personnel are responsible for collecting and analyzing data as outlined in the assessment plans. Unit personnel utilize these data to create targeted improvement strategies to help strengthen the unit’s attainment of related goals. Finally, after one year, unit personnel are to provide follow-up reports describing the implementation of the improvement strategies and documentation as evidence.

Unit Lead Administrator: The unit lead administrator assigns assessment responsibilities to unit personnel and are responsible for the strategic alignment and completion of assessment plans and/or reports on an annual basis.

Academic Planning and Accountability - Institutional Effectiveness (IE) team: The IE team provides guidance throughout the assessment process and is responsible for monitoring each administrative unit’s compliance with submitting data and reports. The IE team tracks and reviews the quality and completion of all assessment reports. To support this function, the IE team shall provide workshops and professional development opportunities to assist unit personnel in planning and reporting assessment data. The IE team also leads the University Assessment Committee whose members represent all assessed administrative and/or student support units. The committee serves to disseminate important information related to assessment



guidelines, deadlines, and professional development opportunities within their respective units.

Provost: The Provost, or Academic Planning and Accountability as the Provost's designee, oversees the assessment process.

RELATED RESOURCES

Authority

Southern Association of Colleges and Schools Commission on Colleges, Principles of Accreditation, Principles 7.3 and 8.2 (sacscoc.org)

Related Policies

FIU 380.102 Assessment of Student Learning Outcomes

CONTACTS

Division of Academic Affairs
Office of the Provost
11200 S.W. 8 Street, PC 526
Miami, FL 33199
Telephone: (305) 348-2151

Office of Academic Planning and Accountability
11200 S.W. 8 Street, PC 112
Miami, FL 33199
Telephone: (305) 348-1796

HISTORY

Initial Effective Date: TBD

Review Dates (*review performed, no updates*): N/A

Revision Dates (*updates made to document*): TBD