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Academic Unit Institutional Effectiveness Process Documentation Template

1. Mission Statement

What is the unit’s mission? How does this mission support the university’s mission?

1. College Goals

What are the college’s goals? How are these determined, measured, and modified?

## Academic Program Goals and

## Student Learning Outcomes

How does the college monitor the program goals of the academic programs within its purview?

How does the college monitor the implementation of the Academic assessment Plans for the academic programs within its purview?

Relevant questions for consideration:

* How are expected outcomes clearly defined in measurable terms for each educational program?
* What is the evidence of assessment activities for each program?
* How are periodic reviews in which programmatic outcomes are assessed, reviewed, and used for improvement?
* How does the use of assessment results improve the educational programs?
* What assessment instruments were used and why were they selected? Were multiple assessment methods used? If so, describe.
* Have the programs assessed the extent to which they have been successful in achieving their learning outcomes?
* Have improvements been made as a result of assessment findings?

Documentation to demonstrate effectiveness:

* Documentation of expected outcomes for educational programs and for student learning outcomes (provided via Compliance Assist!)
* Documentation of the evaluation of those outcomes
* Evidence that the programs effectively meet the needs of students of *all types*
* Documentation of the use of the findings from assessment to improve the services provided

## Administrative Support Services

How does the unit monitor the effectiveness of its administrative support services? How are services modified in response to data collected in this process?

Note: Administrative support service units normally include finance, administrative facilities, administrative services, development/advancement, etc.

Relevant questions for consideration:

* How are the expected outcomes clearly defined in measureable terms for each unit?
* What is the evidence of assessment activities for each unit?
* How are periodic reviews used for improvements?
* How does the use of assessment results improve administrative support services?
* What assessment instruments were used and why were they selected? Were multiple assessment methods used? If so, describe.

Documentation to demonstrate effectiveness:

* Definition of administrative support service units
* Documentation of expected outcomes for administrative support services
* Documentation of the evaluation of those outcomes
* Documentation of the use of the findings from assessment to improve administrative support services

## Academic and Student Support Services

How does the college monitor the effectiveness of its academic and student support services? How are services modified in response to data collected in this process?

Note: Academic and student support services normally include such activities as living/learning resources, tutoring, financial aid, residence life, student activities, dean of students’ office, etc.

Relevant questions for consideration:

* How are expected outcomes clearly defined in measureable terms for each unit/division?
* What is the evidence of assessment activities for each unit/division?
* How are periodic reviews used for improvements?
* How does the use of assessment results improve academic and student support services?
* What assessment instruments were used and why were they selected? Were multiple assessment methods used? If so, describe.

Documentation to demonstrate effectiveness:

* Definition of academic and student support services units
* Documentation of expected outcomes for academic and student support services
* Documentation of the evaluation of those outcomes
* Documentation of the use of the findings from assessment to improve the academic and student support services units
* Example of other type of documentation – Evidence that the student support services and programs effectively meet the need of students of all types and promote student learning and development

## Research

How does the unit provide the enabling conditions and processes for faculty research, monitor faculty research and productivity, and assess this activity?

Note: research within an institution’s mission normally includes (1) research units, research centers, institutes, etc.; (2) sponsored research programs, usually with defined areas of research (e.g., energy, environment, innovative technologies, etc.); and (3) degree programs and courses where research is an expected outcome.

Relevant questions for consideration:

* How does the unit define research within its mission?
* How has the unit articulated its research outcomes in relation to its mission?
* How are expected outcomes clearly defined in measureable terms?
* What is the evidence of assessment activities for research?
* How are periodic reviews used for improvement of effectiveness?
* How does the unit’s use of assessment results improve research?
* What assessment instruments were used and why were they selected? Were multiple assessment methods used? If so, describe.
* How does the faculty’s research and scholarship contribute to and benefit the institution’s research mission?
* How does research contribute to the intellectual mission of the institution?

Documentation to demonstrate effectiveness:

* Definition of research mission
* Documentation of expected outcomes for its research mission
* Documentation of the evaluation of those outcomes
* Documentation of the use of the findings from assessment to improve the research mission
1. **Community and Public Service**

How does the unit encourage and monitor community and public service?

Note: Community/public service within an institution’s mission normally includes (1) centers and institutes that focus on community needs and (2) units and formal programs that deliver the outreach mission.

Relevant questions for consideration:

* How does the unit define community/public service?
* How has the unit articulated its community/public service outcomes in relation to its mission?
* How are expected outcomes clearly defined in measurable terms?
* What is the evidence of assessment activities for community/public service?
* How are periodic reviews used for improvements?
* How does the unit’s use of assessment results improve community/public service?
* What assessment instruments were used and why were they selected? Were multiple assessment methods used? If so, describe.

Documentation to demonstrate effectiveness:

* Definition of community and public service mission
* Documentation of expected outcomes for the community and public service mission
* Documentation of the evaluation of those outcomes
* Documentation of the use of the findings from assessment to show improvement

## Effectiveness Oversight

Who is responsible for the oversight of the unit’s effectiveness process?

Include name and contact information of person(s) who can answer any questions about the process.