BEST PRACTICES FOR ADMINISTRATIVE OUTCOMES

At Shorter University, institutional assessment of administrative outcomes occurs at the department level. Rather than following established outcomes altered in a five-year cycle (like student learning areas do), yearly outcomes are determined by assessment leaders according to the current greatest needs of the department.

Administrative assessments, like student learning assessments, should:

• **Prove** that a department is accomplishing what it says it is accomplishing through demonstrable, data-driven results.

• **Inform** stakeholders of the status of the department, as well as its impact on the Shorter community at large.

• **Support** the planning and decision-making processes of the university, along with accountability activities (e.g. accreditation requirements)

• **Improve** the department and its activities through results that highlight areas for change.

Three usable types of objectives are:

• **Process statements**, which focus on the desired quality of key functions and services. These include timeliness, accuracy, efficiency, volume, etc. *Example*: The Registrar’s office will shorten response time for transcript requests from 7 to 4 days.

• **Outcome statements**, which focus on how the services or educational support will impact or change a student in terms of knowledge, skills, or attitude/values. *Example*: 80% of graduates seeking employment will have the ability to write an acceptable career resume.

• **Satisfaction statements**, which focus on levels of overall satisfaction with the services provided. *Example*: User satisfaction with the Helpdesk service will increase from 84% to 90% by AY 2015.

A good yearly assessment will cover all three types of objectives!

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Some material used with permission from Tia A. Minnis, Clark Atlanta University*
When writing the administrative objectives, remember to follow the SMART formula:

- **Specific** to the unit
- **Measurable** and result oriented
- **Attainable** and realistic
- **Related** and relevant to the department’s mission
- **Time-bound**