Academic & Student Services Evaluation (ASSE)

2023-2024
Office of Institutional Accreditation & Effectiveness

WILLIAM & MARY
CHARTERED 1693

What You Need to Know

Purpose of Academic & Student Services Evaluation (ASSE)

➢ Better our programs/services/processes

➢ Serve the needs of our stakeholders

➢ Tell our story to internal and external entities

➢ Demonstrate compliance with SACSCOC *Principles of Accreditation (January 2018)*

What You Need to Know

SACSCOC *Principles* Section 8: Student Achievement

". . . Effective institutions focus on the design and **improvement** of educational experiences **to enhance student learning** and **support student learning outcomes** for its educational programs. To meet the goals of educational programs, an institution **provides appropriate academic and student services to support student success**."

What You Need to Know

SACSCOC *Principles* Standard 8.2.c.:

"The institution **identifies** expected outcomes, **assesses** the extent to which it achieves these outcomes, and **provides evidence of seeking improvement based on analysis of the results** in the areas below:

    a.   Student learning outcomes for each of its educational programs. (Student outcomes: educational programs)

    b.   Student learning outcomes for collegiate-level general education competencies of its undergraduate degree programs. (Student outcomes: general education)

c. Academic and student services that support student success. (Student outcomes: academic and student services)"

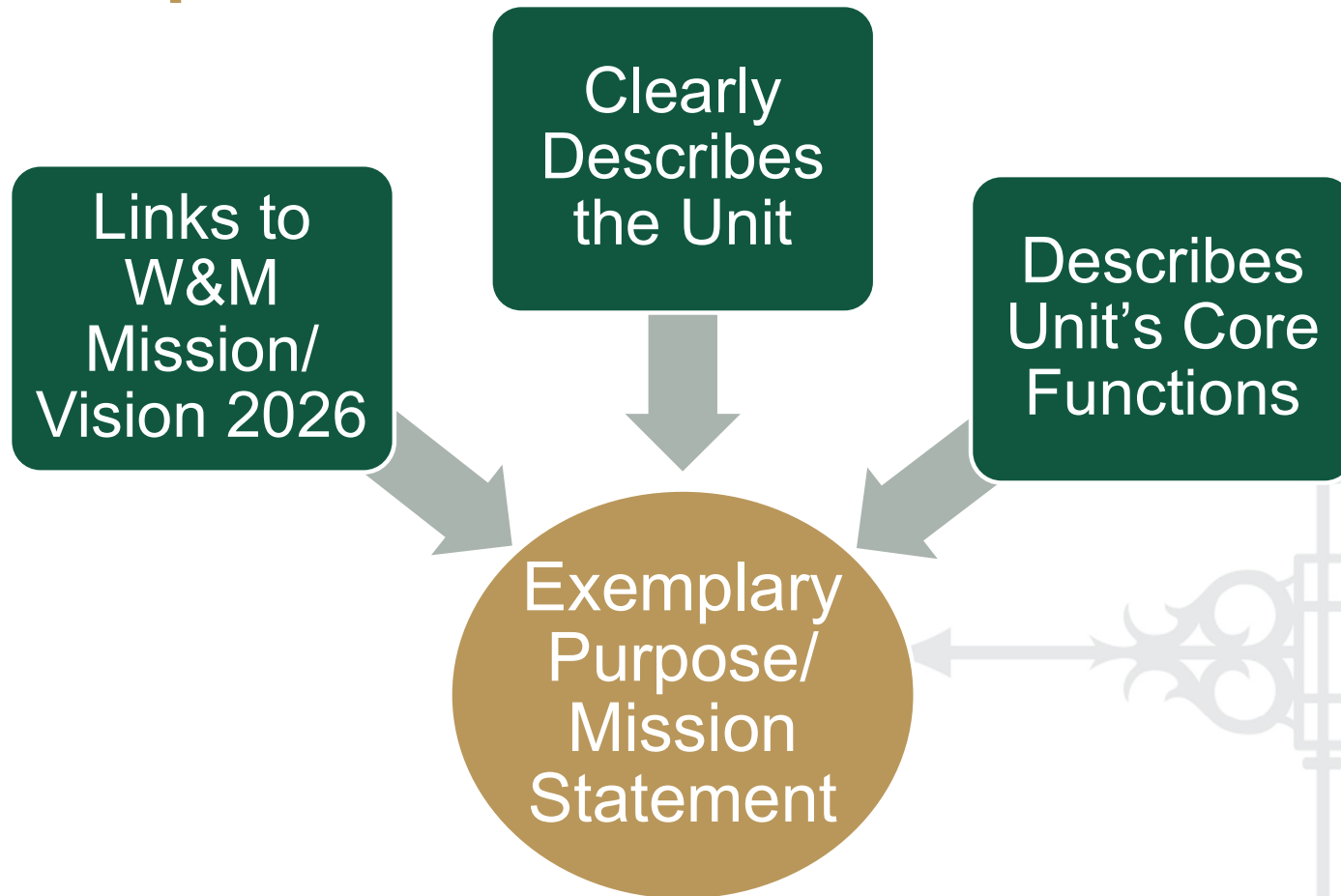*Note: Units under 8.2.c. provide direct support to faculty & students, indirect support for student learning, or a specific co-curricular mission.*

What You Need to Know

ASSE Plan, Results, & Achievement Reporting Components

➢ Purpose/Mission Statement

➢ Goal & Expectations

➢ Evaluation Plan

➢ Results, Target Achievement, & Action Plans

Purpose/Mission Statement

Links to W&M Mission/ Vision 2026

Clearly Describes the Unit

Describes Unit's Core Functions

Exemplary Purpose/ Mission Statement

Goal & Expectations

Goal: Efficient & Effective Operations Leading to Quality Academic & Student Services

Expectation 1: Efficient & Effective Operations

Expectation 2: Quality of Academic & Student Services

Expectations

Expectation 1: Efficient & Effective Operations

Unit establishes & maintains efficient & effective operations, optimizing processes & resources to achieve targets.

- ➢ Covers majority of unit functions
- ➢ Use as opportunity to examine an aspect of operations more closely
- ➢ Choose a process, facility, technology, equipment, performance indicator, etc. to measure for efficiency &/or effectiveness

Expectations

Expectation 2: Quality of Academic/Student Services
Unit ensures high-quality service delivery to support student success.

➢ Relates to satisfaction/quality with academic & student support services the unit provides

➢ Often evaluated through surveys, focus groups, or other indirect measures to discover perceptions, quality, & satisfaction with services

➢ Can also capture the unique ways your department serves our students

Evaluation Plan

For each Expectation, describe:

➢ Participants collecting, reviewing, & analyzing data

➢ Data Sources, Collection, & Review Process

     o Data

     o Methods

     o Schedule for review & reporting

➢ Achievement Target: intended results (qualitative/ quantitative) of evaluation

Results, Target Achievement, Action Plan

For each Expectation, describe:

➢ Summary & Analysis of Evaluation Results

➢ Achievement Target Status:
- o Met
- o Partially Met
- o Not Met

➢ Interpretation & Use of Results

➢ Action Plan (if Partially or Not Met): actions to seek improvements &/or enhance student services/ experiences to meet target in future evaluation cycles

ASSE Timeline

Phase I: Complete & Submit Evaluation Plans

Phase II: Implementation, Evaluation, & Analysis of Findings/Results

Phase III: Results, Achievement, Interpretation, Action Plans

Due 10/27/2023

Fall 2023 – Spring 2024

Due 6/30/2024

Instructions for Logging into & Navigating Anthology Planning Software

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GENERAL LOGISTICS

1

General Logistics

o Go to
https://wm.campuslabs.com/planning/dashboard

o Enter your W&M User ID & Password.

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W&M Central Authentication Service

WMuserid:

Password:

☐ I am at a public workstation.
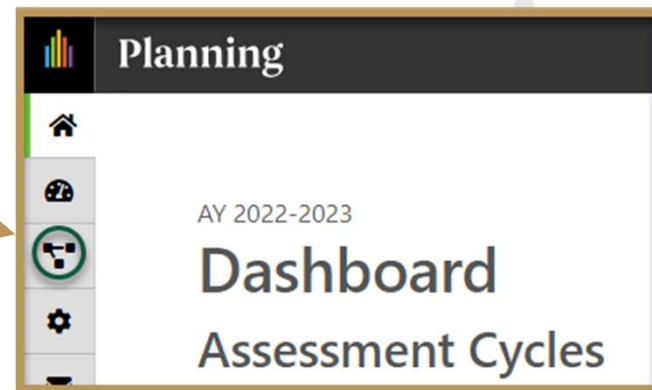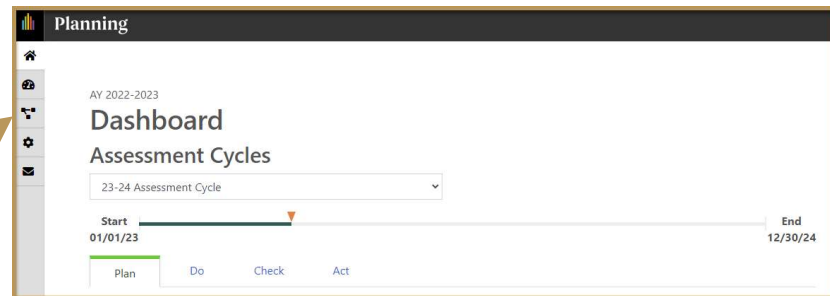
LOGIN

General Logistics

2

o Your **Dashboard** displays here.

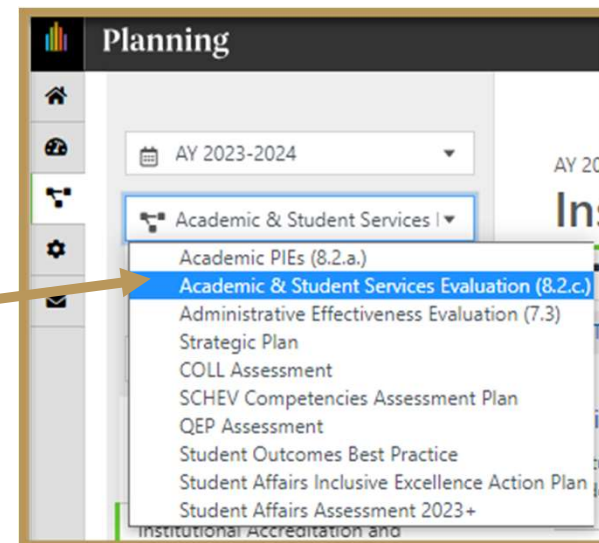o Select the **Plans** icon to access your Academic & Student Services Evaluation(s) (ASSE).
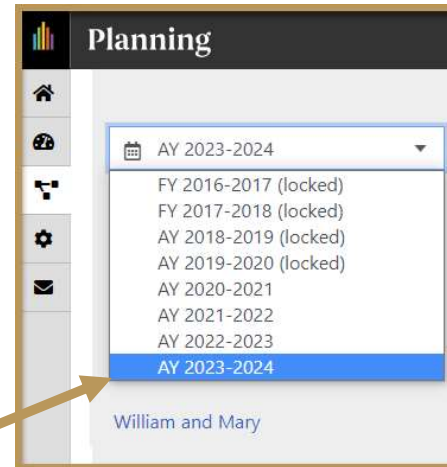
General Logistics

3

o Ensure you are working in the current **Academic Year**.
Planning is set to default to the current year.

o Select **Academic & Student Services Evaluation (8.2c)** inside the dropdown list.
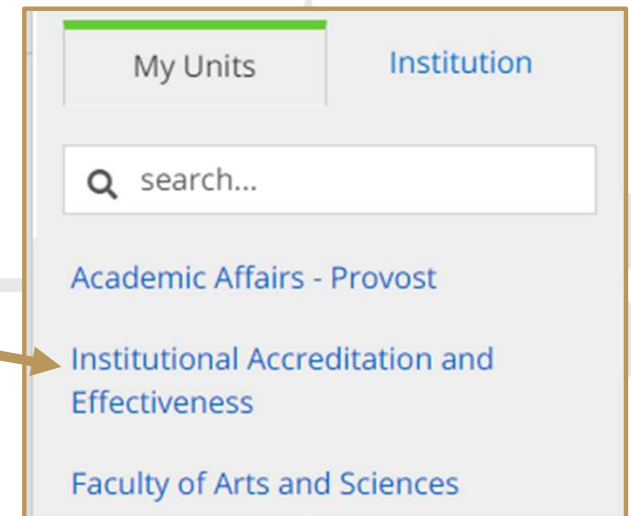It may be the only item on your list.

General Logistics

4

o Select the **My Units** Tab in the left-hand navigation menu.

o Select your unit/department from the left-hand navigation pane and then select your sub-unit, if applicable.
e.g., Institutional Accreditation and Effectiveness. The unit(s) to which you have permissions will display.

o

General Logistics

5

o Your Academic & Student Services Evaluation **Plan Items** display here.

o Click the item name to access and complete your unit's **Purpose/ Mission Statement** and two **ASSE Expectations**.
Expectation 1 – Efficient & Effective Operations and Expectation 2 – Quality of Academic & Student Services.

Institutional Accreditation and Effectiveness

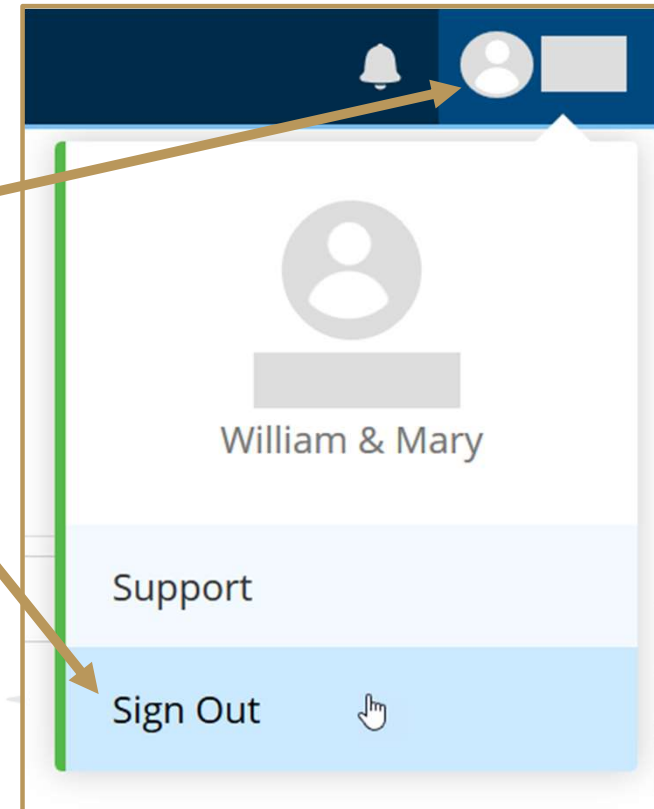| Plan Items | Reports | Documents |

FILTER   Sort Default ▼   + Plan Item ▼

Institutional Accreditation & Effectiveness Purpose/Mission

Institutional Accreditation and Effectiveness
Academic & Student Services Unit Purpose/Mission   7/1/23 - 6/30/24

1 - Efficient & Effective Operations: The unit establishes and maintains efficient and effective operations, optimizing processes and resources (budgetary, human, technological, physical) to achieve targets.

Institutional Accreditation and Effectiveness
Academic & Student Services Evaluation Plan & Results   7/1/23 - 6/30/24

2 - Quality of Academic & Student Services: The unit ensures high-quality service delivery to support student success.

Institutional Accreditation and Effectiveness
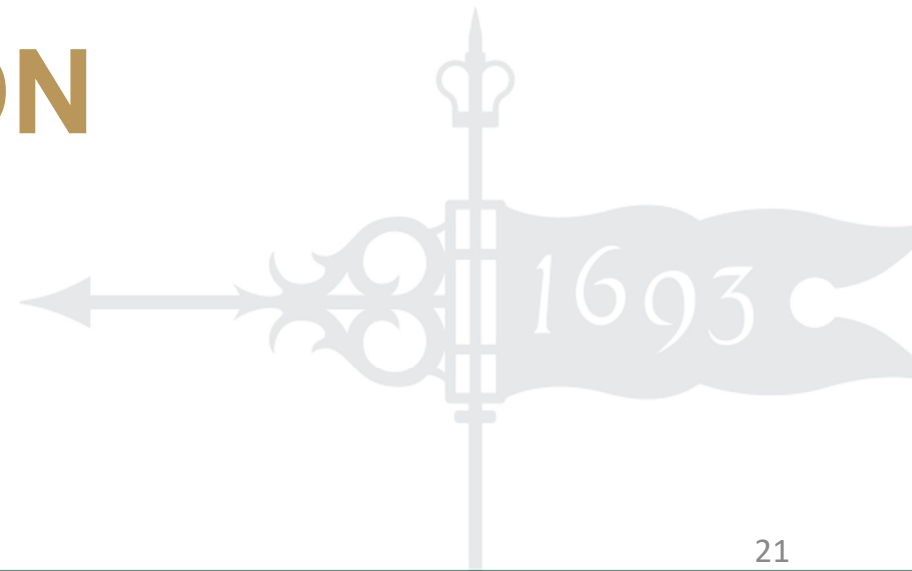Academic & Student Services Evaluation Plan & Results   7/1/23 - 6/30/24

General Logistics

6

o Click on your name in the top right corner to **Sign Out of Planning** and the **Anthology** platform.

o Close your browser to fully complete the sign out process.

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Support

Sign Out

PURPOSE/MISSION STATEMENT

7 Complete Your Unit's Purpose/ Mission

o From the **Plan Items** page, select your unit's **Purpose/Mission Statement** to view and edit.

o The **title** and **general instructions are displayed** at the top of each field. Additional specific instructions/ prompts, as applicable, appear inside text boxes.

o Clicking anywhere outside of text boxes will **save** your edits. You will see a green circle with a checkmark to the right of the box.

AY 2023-2024 / ACADEMIC & STUDENT SERVICES EVALUATION (8.2.C.)

Institutional Accreditation and Effectiveness

Plan Items   Reports   Documents

FILTER

Institutional Accreditation & Effectiveness Purpose/Mission

Institutional Accreditation and Effectiveness
Academic & Student Services Unit Purpose/Mission

Unit Name Purpose/Mission *

Institutional Accreditation & Effectiveness Purpose/Mission

Purpose/Mission Statement
The Purpose/Mission Statement clearly describes the unit within the context of the university and links it to the university's mission.

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Core Functions
Enter your unit's core functions. What are your main responsibilities for the university? What are the key programs and services for which your office is responsible? What is your reason for being? Core functions can typically be represented in 3-5 succinct statements.

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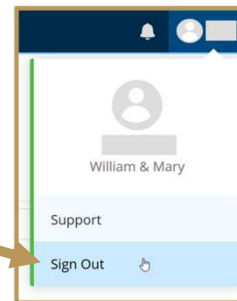## 8 Complete Your Unit's Purpose/ Mission

o Click **Done** at the bottom of the page to return to your **Plan Items**.

🗑 Delete   Done

o **Select** an **Expectation** to begin working on the **Evaluation Plan** or **Sign Out** of Planning and **close** your browser.

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EXPECTATION EVALUATION PLAN

9 Complete Expectation Evaluation Plan

o Your unit will evaluate **Efficient & Effective Operations** (Exp. 1) and **Quality of Academic & Student Services** (Exp. 2).

o **Expectation Description:** Explain what it is you would like to gain from this evaluation. Please follow the prompts.

o **Participants:** Who will be included in this evaluation?

Expectation Name *

1 - Efficient & Effective Operations: The unit establishes and maintains efficient and effective operations, optimizing processes and resour

Expectation Description

What is your unit/department trying to accomplish? Please describe: 1) one measurable aspect/outcome relating to this expectation that is appropriate for your unit to evaluate this year; 2) why this aspect/outcome is important to evaluate; and 3) how this aspect/outcome relates to W&M's strategic plan, Vision 2026.

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1) Measurable aspect/outcome relating to this expectation that is appropriate for your unit to evaluate this year:

2) Why this aspect/outcome is important to evaluate:

3) How this aspect/outcome relates to W&M's strategic plan, Vision 2026:

Expectation Evaluation Plan

Complete the fields below, then select "Ready for Review" from the Evaluation Plan Review Status dropdown list.

Participants

Describe who is involved in collecting, reviewing, and analyzing your data/information.

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10 Complete Expectation Evaluation Plan

o **Data Sources, Collection, & Review Process:** Tell us about the information you plan to collect, how it will be collected, and when. Please follow the prompts.

o **Expectation Achievement Target:** What is the desired outcome or goal of the evaluation? The wording used will allow you to determine if your **target** was "*Met,*" "*Partially Met,*" or "*Not Met.*"

Data Sources, Collection, & Review Process
Describe the data/information sources, collection, and review process: 1) what data/information you will collect and from what sources; 2) how/what methods and when you will collect the data/information; 3) when you will review the data/information and report the results.

File   Edit   View   Insert   Format   Tools   Table

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1) Data/information you will collect and from what sources:

2) How/methods and when you will collect the data/information:

3) When you will review the data/information and report the results:

Expectation Achievement Target
How will you know that you have met this expectation? Describe the intended qualitative and/or quantitative performance level/outcome of this evaluation.

File   Edit   View   Insert   Format   Tools   Table

Paragraph   **B**   *I*

11 Complete Expectation Evaluation Plan

o **Approximate Start and End Date of the Evaluation:** You can leave the default date if you like.

o **Primary Responsible Person & Additional Responsible Person(s):** List the name and job title of the individual in charge of the evaluation. Add any additional person(s) here.

Approximate Start Date of the Evaluation *

You can leave the default 7/1/2023-6/30/2024 if you'd like or provide a more specific range within the academic year that the evaluation will occur.

07/01/2023

Approximate End Date of the Evaluation *

You can leave the default 7/1/2023-6/30/2024 if you'd like or provide a more specific range within the academic year that the evaluation will occur.

06/30/2024

Primary Responsible Person
Provide the name and job title of the main individual in charge of this evaluation.

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Additional Responsible Person(s)
Enter the name(s) and job title(s) of the individual(s) responsible for aspects of this evaluation process.

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12 — Complete Expectation Evaluation Plan

o **Evaluation Plan Review Status:** Select "**Ready for Review**" in the dropdown box. If you are still editing, select "**Not Ready for Review**." *Due 10/27/2023.*

Evaluation Plan Review Status

Select "Ready for Review" when you have completed your evaluation plan; select "Not Ready for Review" if you are still working on it.

Not Ready for Review ▼

Not Ready for Review
Ready for Review
Resubmitted for Final Review
Review Complete (For IAE/SA Admin Use)
[Blank]

o **IAE/REVIEWER(S)** will indicate approval ("Review Complete" in blue above) or that action is needed after review. **IAE/REVIEWER(S)** will also provide feedback on the evaluation plan here.

Evaluation Plan Review Comments

IAE/REVIEWER(S): Enter comments related to your review of this expectation's evaluation plan.

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*Note: Select **Resubmitted for Final Review** from the dropdown above if you are resubmitting the evaluation plan after making updates based on IAE/Reviewer(s) feedback.*
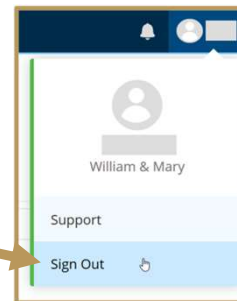
13 Complete Expectation Evaluation Plan

- ○ Click **Done** at the bottom of the page to return to your **Plan Items**.

🗑 Delete   Done

- ○ **Complete** the next **Expectation's Evaluation Plan** or **Sign Out** of Planning and **close** your browser.

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Sign Out

EVALUATION RESULTS & TARGET ACHIEVEMENT

14 — Complete Evaluation Results & Target Achievement

- **Summary and Analysis of Evaluation Results:** After you have collected and analyzed your data, **summarize** the results of your analysis here.
  You may upload supporting documentation by clicking the **+File** or **+Folder** icons.

- **Achievement Target Status:** Set target status dropdown to either *"Met," "Partially Met," or "Not Met."*

Evaluation Results and Target Achievement

After you have collected & analyzed data, complete the fields below, then select "Submit" from the Evaluation Results Status dropdown list.

Complete the fields below, then select "Submit" from the Evaluation Results Status dropdown list.

Summary and Analysis of Evaluation Results

Summarize in this field the results of your evaluation for this expectation as outlined in your plan above. Include a description of what you evaluated. You may attach full results/reports below the text box.

File   Edit   View   Insert   Format   Tools   Table

Paragraph   **B**   *I*

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Plan Item Files

There are no attachments.

+ File   + Folder

Achievement Target Status

Did you meet this expectation? Select "Met," "Partially Met," or "Not Met" from the dropdown list.

Met
Partially Met
Not Met

15 Complete Evaluation Results & Target Achievement

o **Interpretation & Use of Results:** Tell us about challenges you faced, best practices determined, factors that may have influenced your results, and how you use/plan to use these results.

o **Action Plan *if Achievement Target is Partially or Not Met*:** Describe **actions** to *seek improvements or enhance student services and/or experiences*. Please follow the prompts.

Interpretation & Use of Results
Discuss the interpretation of your results, for example challenges you faced, best practices determined, things that may have influenced results, conclusions you can draw, etc. How are you planning to use or currently using the data?

File   Edit   View   Insert   Format   Tools   Table

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Action Plan *if Achievement Target is Partially or Not Met*
(IF THE ACHIEVEMENT TARGET STATUS IS PARTIALLY OR NOT MET) Describe actions to seek improvements and/or enhance student services/experiences - i.e., updates and changes you plan to implement to meet this expectation's achievement target in future evaluation cycles. Include the evidence used for identifying these changes and when the changes are being implemented. If you have already started to implement actions, state what you have done and what remains to be done.

File   Edit   View   Insert   Format   Tools   Table

Paragraph   **B**   *I*

1) Actions to seek improvements and/or enhance student services/experiences:

2) Evidence used for identifying changes and when changes are being implemented:

16 **Complete Evaluation Results & Target Achievement**

o **Evaluation Results Status:** Select "*Submit*" when done. *Due 6/30/2024.*

Evaluation Results Status
Please select "Submit" from the dropdown list when you have completed the fields above.

Submit
ASC/IAE Reviewed

o Click **Done** at the bottom of the page to return to your **Plan Items**.

🗑 Delete   Done

o **Complete** the next **Evaluation Results** or **Sign Out** of Planning and **close** your browser.

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Sign Out

Questions?

Contact Us

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Mav (mvreyes@wm.edu, 1-1648)