

## Resources

### Assessing Administrative and Support Areas

E. Schechter

NC State Undergraduate Assessment Symposium, April 14-16, 2005

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**Peter Ewell (2002). An emerging scholarship: A brief history of assessment.** In Trudy W. Banta & Associates, *Building a Scholarship of Assessment*. Jossey-Bass, Publishers. Pp. 3-25.

### Brief introductions to assessment

- Assessing academic, administrative, and support programs
  - VCU's *WEAVE: A Quality Enhancement Guide*
    - <http://www.vcu.edu/quality/pdfs/WEAVEManual2002.pdf>
  - The "Assessment Handbooks" section of *Internet Resources for Higher Education Outcomes Assessment* has similar introductions from many other campuses
    - <http://www2.acs.ncsu.edu/UPA/assmt/resource.htm#hbooks>
- Some other jargons & models of the assessment process
  - TQM: <http://home.att.net/~iso9k1/tqm/tqm.html>
  - TQM/CQI: <http://www.mytapestry.com/qlinks.html>
  - Balanced Scorecard Institute: <http://www.balancedscorecard.org/default.html>

### Internet Resources for Higher Education Outcomes Assessment

- Large meta-list of links, from North Carolina State University
- <http://www2.acs.ncsu.edu/UPA/assmt/resource.htm>

### Examples from other institutions

Each institution has some strong assessment processes and some weak ones. Use what you've learned from this workshop to evaluate them.

- Brenau University
  - <http://intranet.brenau.edu/assessment/default.asp>
  - Plans & Reports / Administrative
    - Annual plans and reports, by unit
  - *Note:* this site's pages "lock" your browser. You can't use the (B)ack button to get out of Brenau's site.
- Florida Atlantic University
  - Administrative Support Program Assessment Plans
    - <http://iea.fau.edu/asment/admin.htm>
- Lock Haven University (Pennsylvania)
  - <http://www.lhup.edu/planning-and-assessment/plan-03-04/administrative-services.htm>
  - Scroll down to chart of administrative/service unit assessment methods

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- North Carolina State University
  - Institutional Effectiveness compliance report for 2004 SACS review
    - Institutional Mission, Governance, & Effectiveness Standard #16 (Assessment) has brief overviews of assessment in academic and administrative/support areas.
      - <http://www2.acs.ncsu.edu/upa/auth/compliance/standards/reports.htm/>
    - Each area's overview and supporting documents
      - <http://www2.acs.ncsu.edu/UPA/auth/compliance/ie/>
- Old Dominion University
  - 2002 assessment reports, 2003 assessment plans for Educational Support & Administrative Units
  - <http://web.odu.edu/webroot/orgs/AO/assessment.nsf/pages/homepage>
- Sweet Briar College (Virginia)
  - <http://www.ir.sbc.edu/assessment/index.html>
  - Five-column Assessment Plans (Administrative Departments) – with results/uses
- University of South Florida
  - <http://www.acad.usf.edu/IE/OA/assessment.html>
  - Archive of Assessment Plans and Reports / Administrative and Support Units
- Western Kentucky University
  - <http://www.wku.edu/sacs/>
    - SACS site (class of 2005)
  - Assessment Documentation Database
    - [http://www.wku.edu/sacs/SACS%20Final/chapter2/2\\_5\\_Assessment%20Documentation%20Index.pdf](http://www.wku.edu/sacs/SACS%20Final/chapter2/2_5_Assessment%20Documentation%20Index.pdf)
    - Pp. 6:ff: Administrative & Educational Support Units
      - Assessment plans and results/use examples

### Guidelines/formats from other institutions

- Angelo State University (Texas)
  - [http://www.angelo.edu/publications/institutional\\_effectiveness/Admin.htm](http://www.angelo.edu/publications/institutional_effectiveness/Admin.htm)
- Bucknell University (Pennsylvania)
  - Annotated guide to filling in an assessment plan/report template
    - [http://www.bucknell.edu/img/assets/4778/Assessment\\_Template\\_Admin.pdf](http://www.bucknell.edu/img/assets/4778/Assessment_Template_Admin.pdf)
- Florida Atlantic University:
  - Institutional effectiveness inventory
    - <http://iea.fau.edu/inst/air00.pdf>
    - See pp. 21-22 for administrative & academic support units
- Western Nevada Community College
  - <http://www.wncc.edu/institutional/assessment.php>
    - General Guidelines
    - Reporting forms & examples

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#### Professional associations & resources

- Support Services' Assessment Links
  - Meta-list of links, from Florida Atlantic University
    - <http://iea.fau.edu/pusateri/home/support.htm>
    - *Note:* the National Consortium for Continuous Improvement in Higher Education (NCCI) Effective Practices link is restricted to NCCI members
- AACRAO - American Association of Collegiate Registrars and Admissions Officers
  - <http://www.aacrao.org/>
- ACRL – Association of College & Research Libraries
  - <http://www.ala.org/ACRLTemplate.cfm>
  - Assessment issues
    - <http://www.ala.org/ala/acrl/acrlissues/acrlinfolit/infolitresources/infolitassess/assessmentissues.htm>
- ALA - American Library Association
  - <http://www.ala.org/>
- ARL - Association of Research Libraries
  - <http://arl.cni.org/>
- ACPA - American College Personnel Association
  - <http://www.myacpa.org/index.cfm>
  - Commission for Assessment for Student Development
    - <http://www.acpa.nche.edu/comms/comm09/comm09.htm>
- ACUA – Association of College and University Auditors
  - <http://www.acua.org/>
- ACUHO-I - Association of College and University Housing Officers-International
  - <http://www.acuho.ohio-state.edu/>
- APPA – Association of Higher Education Facilities Officers
  - <http://www.appa.org/>
- CALEA - Commission on Accreditation for Law Enforcement Agencies
  - <http://www.calea.org/>
  - CALEA Programs / Law Enforcement Accreditation Program
- CASE – Council for Advancement and Support of Education
  - <http://www.case.org/>
- CUPA-HR - College and University Professional Association of Human Resources
  - <http://www.cupahr.org/>

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- EDUCAUSE – for higher-education IT professionals
  - <http://www.educause.edu/>
- FASB - Financial Accounting Standards Board
  - <http://www.fasb.org/>
- NACADA - National Academic Advising Association
  - <http://www.nacada.ksu.edu/>
  - Instruments & resources for assessment of academic advising
    - <http://www.nacada.ksu.edu/Clearinghouse/Links/assessment.htm>
- NACAC - National Association for College Admission Counseling
  - <http://www.nacac.com/>
- NACS – National Association of College Stores
  - <http://www.nacs.org/>
- NACUBO - National Association of College and University Business Officers
  - <http://www.nacubo.org/>
- NACUFS – National Association of College & University Food Services
  - <http://www.nacufs.org/>
- NASFAA- National Association of Student Financial Aid Administrators
  - <http://www.nasfaa.org/Home.asp>
- NCAA - National Collegiate Athletic Association
  - <http://www.ncaa.org/>
- NCURA – National Council of University Research Administrators
  - <http://www.ncura.edu/>
- Student Affairs
  - M. Lee Upcraft & John H. Schuh
    - (1996) *Assessment in Student Affairs: A Guide for Practitioners*. Jossey-Bass Publishers
    - (2001) *Assessment Practice in Student Affairs: An Applications Manual*. Jossey-Bass Publishers
  - Clearinghouse on Environmental and Student Development Assessment Instruments
    - From American College Personnel Association, Commission on Assessment for Student Development
    - <http://www.acpa.nche.edu/comms/comm09/dragon/dragon-index.html>
  - Council for the Advancement of Standards in Higher Education (CAS)
    - Professional Standards and Guidelines
    - Self-Assessment Guides
    - <http://www.cas.edu/>

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- NASPA – National Association of Student Personnel Administrators
  - <http://www.naspa.org/>
  - Assessment-related online discussion lists (restricted to NASPA members)
    - <http://www.naspa.org/forum/>
      - Knowledge Communities / Assessment, Research, and Evaluation
      - NetResults / Assessment
- University of North Carolina-Charlotte
  - Student Affairs Research: Links to Offices and Resources in North America
  - <http://www.uncc.edu/stuaffairs/sarlinks.htm>

## Benchmarking

- APQC (American Productivity & Quality Center)
  - See:
    - Tools & Measures / Benchmarking Methodology
    - Bookstore / Publications / By Topic [ / Education]
  - <http://www.apqc.org/>
- EBI
  - See “About Benchmarking”
  - <http://www.webebi.com/Index.htm>
  - College & University Housing Studies
    - <http://www.webebi.com/Housing/Index.htm>
    - An EBI / ACUHO-I joint project
- Higher Education Benchmarking Consortium
  - <http://www.higheredbenchmarking.com/>
  - Information from benchmarking projects in
    - Human Resources
    - Research Management
    - Student Affairs
- National comparative data
  - E.g.: Libraries
    - Association of Research Libraries (ARL) Statistics & Measurement Program
      - <http://www.arl.org/stats/>
    - National Center for Education Statistics (NCES) Library Statistics Program: Academic Libraries
      - <http://nces.ed.gov/surveys/libraries/academic.asp>
      - See E.D. Tab 2000 (Survey of Academic Libraries)