AES Support Outcomes, Assessment Measures, Evidence/Data Examples

Assessment Practices for Administrative, Educational, and Student Success (AES) Units
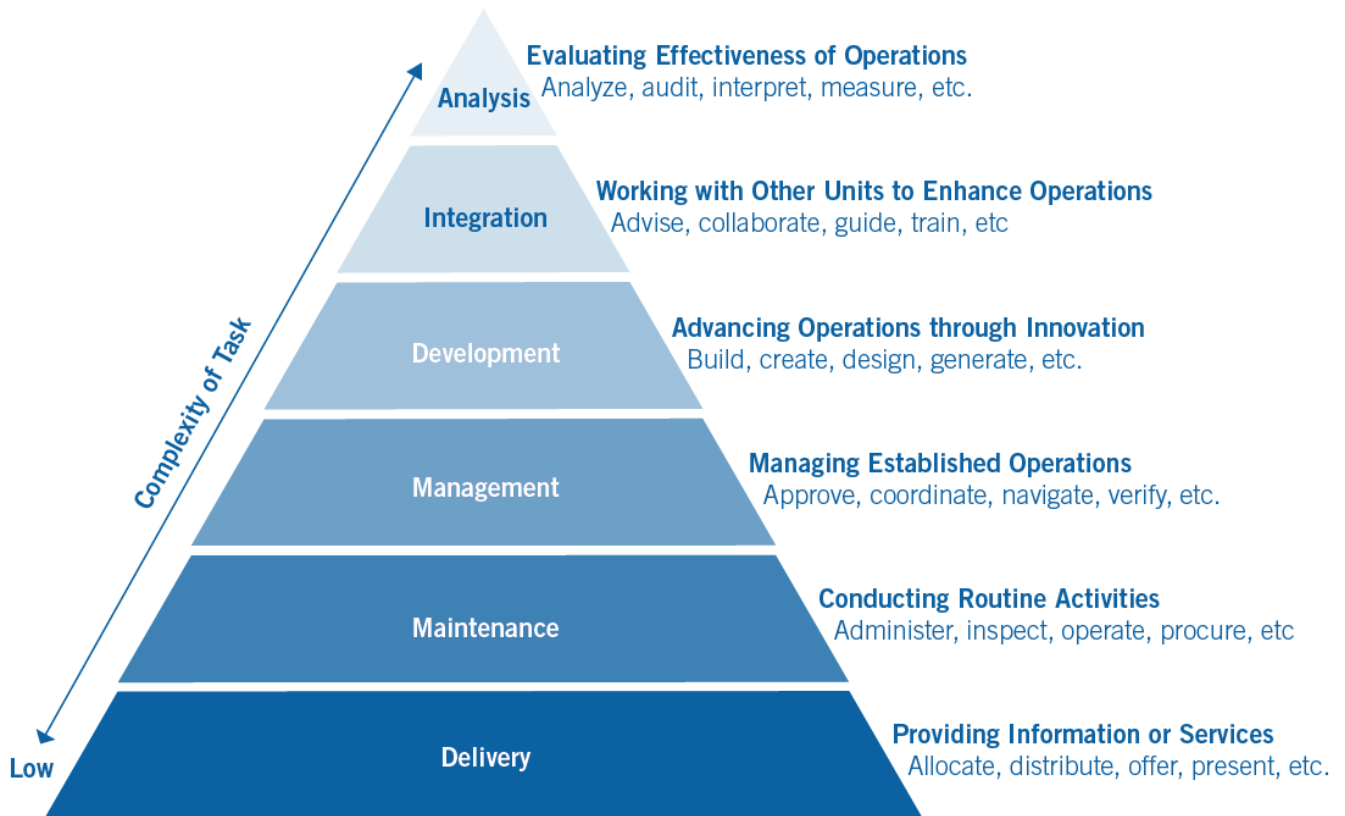
To better support AES units with assessment, the Support Outcomes Taxonomy can be used as a framework for assessment to help identify and report on unit specific continuous improvement initiatives.

Adapted from: https://www.learningoutcomesassessment.org/wp-content/uploads/2021/01/AiP_Dorime%CC%81-WilliamsCarlsonShults.pdf
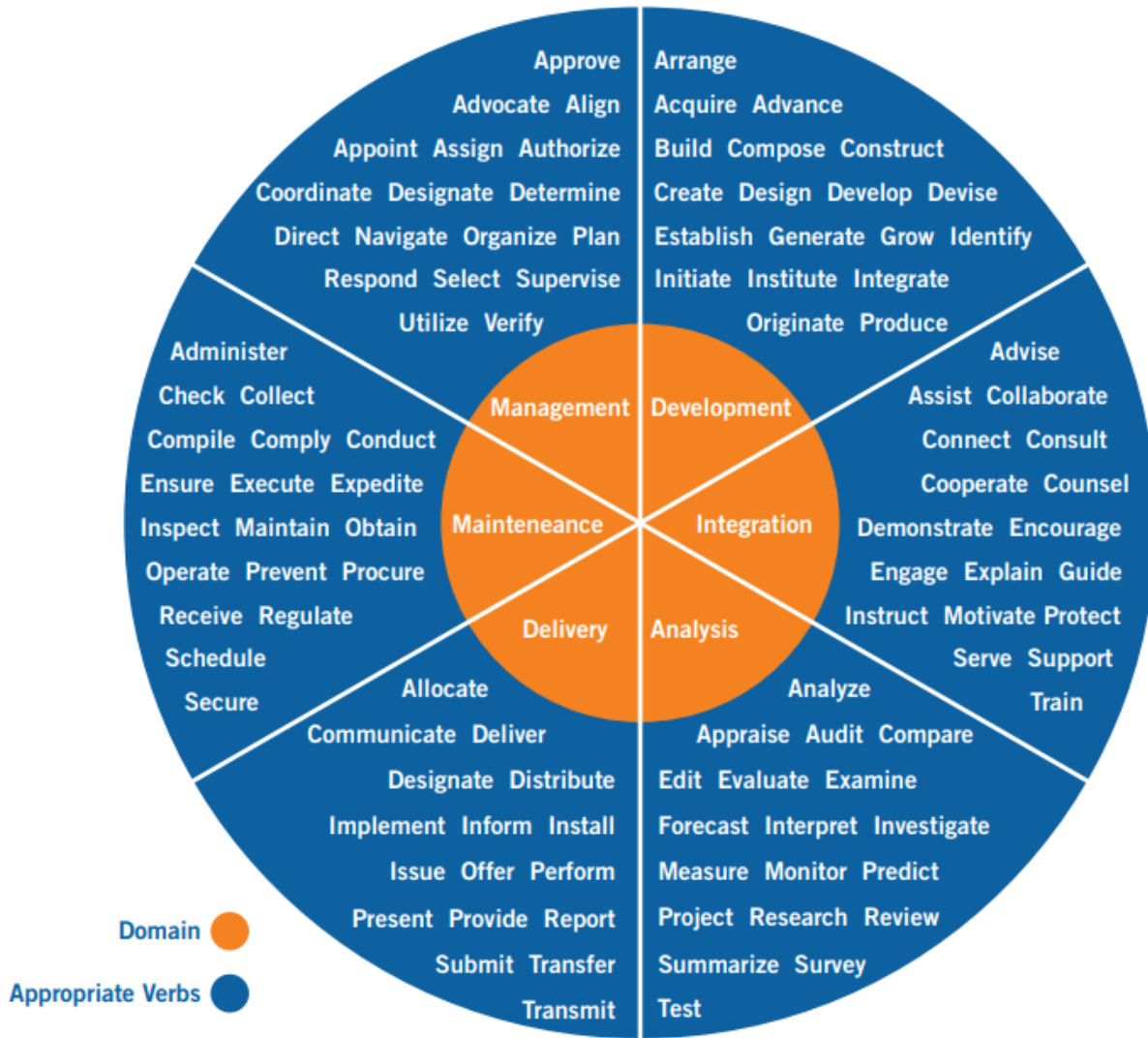
Dorimé-Williams, M., Carlson, E., & Shults, C. (2017, July). *Developing systematic assessment practices for administrative, educational, and student support (AES) units*. Urbana, IL: University of Illinois and Indiana University, National Institute for Learning Outcomes Assessment (NILOA).

Consider:

- What are you trying to do?
- How well are you doing it?
- How can you improve what you are doing?

Shults Dorime Williams Support Outcomes Taxonomy

Complexity of Task (Low to High)

- **Analysis** — Evaluating Effectiveness of Operations — Analyze, audit, interpret, measure, etc.
- **Integration** — Working with Other Units to Enhance Operations — Advise, collaborate, guide, train, etc
- **Development** — Advancing Operations through Innovation — Build, create, design, generate, etc.
- **Management** — Managing Established Operations — Approve, coordinate, navigate, verify, etc.
- **Maintenance** — Conducting Routine Activities — Administer, inspect, operate, procure, etc
- **Delivery** — Providing Information or Services — Allocate, distribute, offer, present, etc.

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BMCC Support Outcomes Verb Wheel

Management
Approve
Advocate Align
Appoint Assign Authorize
Coordinate Designate Determine
Direct Navigate Organize Plan
Respond Select Supervise
Utilize Verify

Development
Arrange
Acquire Advance
Build Compose Construct
Create Design Develop Devise
Establish Generate Grow Identify
Initiate Institute Integrate
Originate Produce

Maintenance
Administer
Check Collect
Compile Comply Conduct
Ensure Execute Expedite
Inspect Maintain Obtain
Operate Prevent Procure
Receive Regulate
Schedule
Secure

Integration
Advise
Assist Collaborate
Connect Consult
Cooperate Counsel
Demonstrate Encourage
Engage Explain Guide
Instruct Motivate Protect
Serve Support
Train

Delivery
Allocate
Communicate Deliver
Designate Distribute
Implement Inform Install
Issue Offer Perform
Present Provide Report
Submit Transfer
Transmit

Analysis
Analyze
Appraise Audit Compare
Edit Evaluate Examine
Forecast Interpret Investigate
Measure Monitor Predict
Project Research Review
Summarize Survey
Test

Domain ●
Appropriate Verbs ●

Support Outcome Format:

[Intended audience] who [action verb 1] [program/service] will be able to [action verb 2] [intended outcome].

Or

[Intended audience or the department] will be able to [action verb] to describe what it will do, achieve or accomplish.

Example: OIERP

- Each area within the university will develop and implement its own assessment plan.
- Programs/units will evaluate assessment results to guide development of continuous improvement initiatives.

Institutional Effectiveness, Research, and Planning   April 2024

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Examples of Measures (continuous improvement initiatives) and Evidence/Data:

The list is not meant to be all-inclusive. Please consider additional continuous improvement initiatives (and evidence/data) that may be appropriate per your unit responsibilities.

Type of Measure (Continuous Improvement Initiative)	Examples of Evidence	Examples of Impact
Event	Booking/reservation confirmations, Brochures, Email correspondence/communication, Event schedules, Flyers/advertisements, Invitations, Photos/videos, Presentations, , Satisfaction survey/survey results, Social media posts	Attendance lists/counts, Event Feedback, Benchmarks, Registration/sign up lists/counts, Satisfaction survey/survey results, Ticket sales, Pre-test/Post-test
Grant	Applications, Proposals, Email correspondence/communication, Presentations, student/faculty/staff resources	Before vs. after counts (number of x before grant vs number of x after), Student success parameters (retention, grades, co-curricular experiences, etc.)
New technology or upgrades	Contracts, Documentation of processes, Manuals developed, Flyers/advertisements, Meeting agendas/minutes/dates, Screenshots of webpages, Training schedules	Before vs. After counts (number of x before implementation vs. number of x after), Benchmarks, Satisfaction survey/survey results, Training attendance, Usage/Traffic data
Standard Operating Procedures	Documentation of processes, Manuals, Handbooks, Email correspondence, Forms, Meeting agendas/minutes, Notes, Screenshots of webpages, Student/faculty/staff resources, Templates, Workflows, SWOT (strength, weakness, opportunity, threat) analysis, Usage data/other traffic data	Before vs. after counts (number of x before implementation vs. number of x after), Benchmarks, Best practices, Staff feedback
Streamlining processes	Calendars, Contracts, Documentation of processes, Manual, Handbook, Forms, Marketing plan, Meeting agendas/minutes/dates, Notes (from research, etc.), Screenshots of webpages, Social media posts, Student/faculty/staff resources, Templates, Workflows	Before vs. after counts (number of x before streamlining vs number of x after), Benchmarks, Best practices, Reports, Website traffic data, Staff feedback

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Type of Measure (Continuous Improvement Initiative)	Examples of Evidence	Examples of Impact
Organizational Changes or Staffing updates	Contracts, Email correspondence/communication, Job description/posting, Meeting agendas/minutes/dates, Organizational chart, Requests, Social media posts, SWOT (strength, weakness, opportunity, threat) analysis	Staff feedback, productivity data, Resources/services offered
Research initiative	Applications/proposals, Contracts, Meeting agendas/minutes/dates, Notes, Presentations, Reports, Research abstracts, Student/faculty/staff resources	Before vs after counts (number of x before initiative vs. number of x after), Stakeholder feedback, Certificates
Professional Development	Brochures, Catalogs, Notes, Presentations, Research abstracts/proposals, Social media posts, Syllabi, Event schedules, Booking/reservation confirmations, Email correspondence	Before vs. after counts (number of x before development vs number of x after), Certificates or other credentials, Pre-test/Post-test, attendee generated artifacts
Quality Assurance/Institutional Comparison	Comparison data, SWOT (strength, weakness, opportunity, threat) analysis, Email Correspondence, Notes, Meeting agendas/minutes, Organizational Chart, Student/Faculty/Staff Resources, Reports	Benchmarks, Best practices, Compliance requirements

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Evidence/Impact

Alphabetical listing of several examples of evidence/impact that may be used for various continuous improvement initiatives. The list is not meant to be all-inclusive. Please consider additional evidence/data that may be appropriate per your unit responsibilities and continuous improvement initiatives.

Applications
Application of knowledge/skills
Attendance lists/counts
Before vs. after counts (number of x previously vs number of x after measure)
Benchmarks
Booking/reservation confirmations
Brochures
Calendars
Catalogs
Certificates
Contracts
Documentation of processes
Draft/final documents (manuals, handbooks)
Email correspondence/communication
Event schedules
Feedback
Flyers or advertisements
Focus groups
Forms
Invitations
Job descriptions/postings
Lists
Marketing plan
Meeting agendas/minutes/dates
Notes (from research, meetings, etc.)

Organizational chart
Photos/videos
Presentations
Pre-Test/Post-Test
Productivity data
Registration/sign up lists/counts
Reports
Requests
Research abstracts/proposals
Rubrics
Satisfaction survey/survey results
Screenshots of webpages
Social media posts
Spreadsheets
Stakeholder Feedback
Student grades
Student/faculty/staff resources
SWOT (strength, weakness, opportunity, threat) analysis
Syllabi
Templates
Ticket sales
Usage data/other traffic data
Website traffic data
Workflows