

JSU Administrative and Support Services Guide for Developing and Reporting Outcomes

SACSCOC Requirement 7.3 – Administrative Effectiveness

The institution identifies expected outcomes of its administrative support services and demonstrates the extent to which the outcomes are achieved.

(Administrative effectiveness)

- Units in this category serve the educational mission of a University in an indirect way
- Just as critical as offices related to educational programs or academic/student services
- Typical outcomes of administrative units include
 - Efficiency and/or quality of service
 - Response times
 - Error rates
 - Reporting targets
 - Income targets
 - Satisfaction of those you support across campus
- Measures should be defined to allow meaningful evaluation of achievement of outcomes

Developing and Reporting Outcomes

Development

Outcome

- Determine the appropriate efficiency or quality of service outcome based on unit function
- Statement of specific efficiency or quality of service

Method of Measurement

- Describe what determines unit success/quality/efficiency
 - Satisfaction Survey
 - XXX % of (name of the survey) * respondents will rate our XXXX service as XXX or better or XXX on a 5-point Likert Scale
 - **Contact the Office of Institutional Research and Effectiveness for available survey options**
 - Other Targets
 - Meet or exceed (Response times, Error rates, Reporting targets, Income targets)

Yearly Reporting

Results and Use of Results

Results

- Provide the outcome from your survey or other target in the corresponding year “Results and Use of Results” section. (Keep data on file)

Use of Results (assess/evaluate)

- If the outcome was not met, discuss what needs to happen to improve.
- If the outcome was met, discuss how work will continue to maintain the target expectation.

The Office of Institutional Research and Effectiveness is available to provide group consulting in the development and reporting of outcomes. Please contact Mandy Abernathy at abernathy@jsu.edu to schedule a time.