

**Office of Institutional Effectiveness  
August 2020**

**2018-2019 Administrative Unit Assessment Summary**

The administrative assessment process at Siena College is intended to involve continuous collaboration and goal-setting, leading to the improvement of the quality, effectiveness, or efficiency of an administrative unit's function or resources. Specifically, this annual process includes the establishment of initiatives and outcomes that meet stakeholders' needs; changes made to administrative processes or resources; as well as measures and metrics of quality, efficiency, etc. Improvements are facilitated by the completion of yearly reports, which provide a means for reflection and planning with respect to the multiple aspects of assessment. These reports also provide accountability to internal stakeholders, such as students, faculty, other administrators, and external stakeholders, such as accrediting bodies.

For the 2018-2019 year, each administrative unit was advised to submit one or more administrative assessment report(s) by July 31. For administrative units with multiple subunits, the administrative unit head was asked to determine which subunits completed reports for the year. These reports included sections for the title of the quality initiative, the identification of the outcome, the assessment procedure and measure, the criteria, and the results/follow-up action. OIE met individually with units or subunits from May to July to assist them in developing their reports.

This Administrative Unit Assessment Summary report provides the status of the 2018-2019 administrative unit assessment cycle, including:

- Report submission compliance statistics
- Initiative status (e.g., follow-up action) statistics
- Qualitative observations of areas of strength and areas for improvement
- Recognition of units doing commendable assessment work

**Report Submission Compliance**

A culture of continuous improvement implies the active engagement of all administrative units in reporting. Administrators and members of the Office of Institutional Effectiveness (OIE) continue to meet, to form connections, and to hold one another accountable as they pursue this goal. In the 2018-2019 year:

- 51.7% ( $n = 15$ ) of administrative units submitted

Because the 2018-2019 year was the first in which administrative units submitted assessment reports, submission compliance cannot be compared year-to-year. However, with nearly half of units in compliance, there is room for improvement. OIE continues to meet with administrators and to encourage submission.

### **Initiative Status**

Continuous improvement also involves using results to make changes to functions or resources and to improve quality. Among those units that submitted reports, approximately three quarters reported follow-up actions or plans for making improvements (i.e., “closing the loop”). A relatively small number of units reported that their initiatives were “in progress.”

- 13.3% ( $n = 2$ ) units reported initiatives “in progress”
- 73.3% ( $n = 11$ ) units reported follow-up actions

### **Areas of Strength**

Looking at the content of administrative assessment reports, reports demonstrated the following areas of strength:

- Using methods such as focus groups and surveys to collect meaningful data
- Using creative metrics such as time spent on task and number of errors
- Willing to pursue follow-up actions

### **Areas for Improvement**

On the other hand, reports also showed the following areas for improvement:

- Not providing sufficiently detailed background information for the initiative, so that readers outside of the unit can fully understand what is taking place
- Using “operational” initiatives that lead to the documentation of regular, relatively unchanging processes instead of processes that improve in quality
- Not ensuring that outcomes and assessments are aligned
- Not providing numerical criteria that serve as standards for comparison (e.g., target increases from last year or from another standard)
- Not providing numerical results (e.g., counts, averages, percentages, etc.)
- Not concisely summarizing important themes in results; In some cases, merely attaching spreadsheets, etc. in the ProcessMaker form

### **Commendable Assessment Work**

The following are recognized for commendable assessment work:

- Career Education and Professional Development
  - Assessment components are well-aligned, and criteria and results are well-articulated.
- School of Liberal Arts
  - Overall, strong presentation of assessment work. Notably, the unit is reviewing and revising diversity action plans and putting them into action in a multi-year effort.
- Student Affairs/Student Life
  - Outcomes and criteria are well-articulated.

### **Summary**

Administrators are making progress toward adopting a culture of continuous improvement. Nearly half of administrative units were compliant in submitting administrative assessment reports. More work is needed to encourage participation. However, nearly three quarters of units that submitted reports reported follow-up actions, with a relatively small number reporting initiatives “in progress.” Thus, units that submit appear to be engaged in making changes. Areas for improvement include initiatives, outcomes, criteria, and results. However, units display an aptitude for innovative and sophisticated measurement as well as motivation for follow-through.

**2019-2020 Administrative Unit Assessment Information:**  
2019-2020 Report Submission Date: July 31, 2020