


### Administrative Unit Outcomes (AUOs) Assessment Model:

<b>Department Goals</b> (Overarching AUOs)	<b>Specific Objectives</b>	<b>Means of Assessment and Criteria for Success</b>	<b>Summary of Data Collected and Number of Cycles</b>	<b>Use of Results</b>	<b>Next Assessment Cycle</b> (Month, Year)
<ul style="list-style-type: none"> <li>• Overall department goals (more global)</li> <li>• Informed by college goals</li> <li>• Generated by faculty/staff.</li> <li>• Guide area planning and assessment.</li> <li>• Overall, the planning and assessment AUOs involve the primary functions of the area, aligned to the mission and strategic plan goals.</li> </ul>	<ul style="list-style-type: none"> <li>• Written as brief, clear, measurable statements. What will be provided, improved, changed, etc.?</li> <li>• More specific, still informed by college goals (such as service quality, efficiency, effectiveness, satisfaction, staff development, etc.)</li> <li>• Designed to be specific, measure impact (think SMART mnemonic)                             <ul style="list-style-type: none"> <li>○ <i>Specific</i></li> <li>○ <i>Measurable</i></li> <li>○ <i>Attainable</i></li> <li>○ <i>Relevant</i></li> <li>○ <i>Time-Based</i></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Measure the extent to which goals are achieved (such as knowledge, utilization, feedback, etc.)</li> <li>• Identify success benchmarks.</li> <li>• Define the tools that will assess the degree to which the objectives are achieved.</li> </ul>	<ul style="list-style-type: none"> <li>• Summarize findings related to outcomes, assessment, success benchmark.</li> <li>• Seek improvement by analyzing data from their assessment of operational and student learning outcomes and develop strategies to improve learning, services, and client/customer satisfaction.</li> </ul>	<ul style="list-style-type: none"> <li>• Discuss what findings say about process, impact, opportunities to improve services.</li> <li>• Identify department-level opportunities to further improve/refine based on findings.</li> <li>• Note changes and resources needed.</li> </ul>	<ul style="list-style-type: none"> <li>• Determine next steps for assessment.</li> <li>• Findings and analysis inform further refinement of outcomes or creation of new outcomes for the next assessment cycle.</li> </ul> <div style="text-align: right; margin-top: 20px;">  <p>COLLEGE OF THE CANYONS</p> </div>

**Additional Notes:**

- Administrative Unit Outcomes (AUOs) are measurable outcome statements of fundamental area/unit functions and resulting services/resources provided to students and those working with the area/unit.
- The college has an established history of regular, systematic outcomes assessment for courses, programs, and institutional outcomes. Each department identifies areas for assessment and through data analysis conducts assessment on services for students. These data allow departments to implement improvements in a timely way and support continuous improvement.
- The goal of AUOs is to support continuous improvement by producing actionable data that facilitates ongoing adjustments and improvements.
- The 5-step assessment model above helps identify and improve functions based on what students/recipients experience, receive, or understand as a result of area/unit services.
- AUOs should be aligned to the goals of the area, at the center or heart of department function, feasible to be accomplished, meaningful to the area, and measurable.
- Assessment is a key part of accreditation, is adaptable to specific area needs, occurs comprehensively throughout the college, leads to examination and improvement of processes and services, continues to inform college planning and overall learning.
- The college regularly evaluates the quality of student support systems through program review and AUO assessment and the college annually reviews AUOs through program review.