Support Unit Assessment Glossary

Administrative and Educational support units

Departments, offices, or divisions that support student and/or faculty success. These units typically include library and learning/information resources, faculty resource centers, tutoring, writing centers, academic computer centers, student disability support centers, financial aid, and student activities, among others. These units provide direct support to faculty and students as related to their educational programs, indirect support for student learning, and/or have a specific co-curricular mission that supports the college experience.

Administrative units

Departments, offices, or divisions that primarily serve the institution by ensuring the effective and efficient operation of the institution. Typically, these units include divisions such as finance and administration, facilities and physical plant operations, research, marketing and communication, and compliance, among others. Although essential to the overall operation of the institution, these units contribute to the educational mission of the university in a more indirect way than offices specifically designed to support educational programs or provide academic or student support services.

Closing the loop

Analyzing results from outcome assessment, using the results to make changes to improve unit functions/processes, and re-assessing outcomes to determine the effect those changes had on the functions/processes. *Only necessary for Administrative Educational Support Units*

Continuous improvement

An ongoing, coordinated, and collaborative effort to ensure effectiveness, efficiency, and/or delivery of quality services to students, faculty, and staff; includes establishing intentionally designed outcomes, assessing the extent to which the unit achieves those outcomes, and informed reflection to reinforce and enhance current success and redirect efforts as needed to ensure future success. *Only necessary for Administrative Educational Support Units*

Data-informed action

A change based on assessment results; describes next steps to be taken in response to assessment results.

Faculty success

For purposes of assessment, faculty success is the extent to which units support professional development and personal growth of faculty across the institution

Findings

Results from the analysis of assessment data

Measure

A term describing the process by which assessment data is collected and evaluated, including what the data is, how it is collected and from where, and the methodology used to analyze it

Outcome/Objective

A goal that is closely aligned to one or more of the mission-critical processes or functions carried out by the unit

Program Coordinator

HelioCampus terminology for individuals who are responsible for documenting assessment information and submitting assigned assessment forms

Student success

Student preparedness to accomplish their current and future academic, personal, and professional goals. *Student success* should be specifically defined from the perspective of the support unit.

Support units

An encompassing term for all administrative and academic and student support units

Target

The clearly stated level at which a unit considers their outcome/objective to be met or achieved on a given measure

Unique student populations

Refers to distance education students and students at alternate geographic locations (i.e., students taking courses away from the "home" campus/site), among other characteristics (e.g., other populations based on demographic characteristics).