

# AUO WORKSHOP EMPOWER AND CLEAN UP!

Saddleback College  
Research, Planning & Accreditation

6/26/2017

# AUO WORKSHOP AGENDA:

- **Introduction**
  - Workshop purpose & target audience
  - An AUO in less than 20 words
  - AUO Handbook reminder
- **Systematic Assessment of existing data in TracDat**
  - When administrators put information into TracDat
  - Data mining information from TracDat – what we found -- faux pas of AUO's
  - Learning moments – how to fix those faux pas!
- **Break**
- **Open session feedback, Q&A**
- **Announcements**
  - Flex week session for AUOs (8/18)
  - AUR workshop (TBD)

# INTRODUCTION TO WORKSHOP & TARGET AUDIENCE

- Workshop is intended for people who have done AUOs and AURs
- Why?
  - Analysis of TracDat AUOs/AURs input = intermediate knowledge
  - This aligns with the fact that the college has been doing assessment since 2004
- Today is a refresher to improve upon existing work with AUOs
- Beginner session will take place in Fall Flex -- intended for all +
  - New managers who oversee a unit are strongly encouraged to attend
    - Staffing, budget, tech operations, facilities
  - Managers who do not oversee a unit will not need to attend
    - At a later point we may require developing AUOs for grants & special projects

# AN AUO DEFINITION IN LESS THAN 20 WORDS

## Administrative Unit Outcome Definition:

- An AUO is a statement describing what an administrative unit desires to accomplish in support of student success.
- Example: The Research, Planning and Accreditation Office will increase turn-around time in data requests in support of student success initiatives.

## Good AUO Statements Have:

Relevance to critical areas of your unit's operations

Specificity to key activities in a unit

Longevity – can help build documentation of a relevant issue over time

# AUO PLAN AND SCHEDULE

- Your unit should have 3-5 AUO statements per year
  - Results and use of results for AUOs are due annually
  - No exceptions!
- 
- **Do not confuse AUOs with your business plan (called an AUR) that is due every 2 years**
  - We will be hosting an AUR workshop later, as the focus of today is AUOs

# AUO HANDBOOK REMINDER

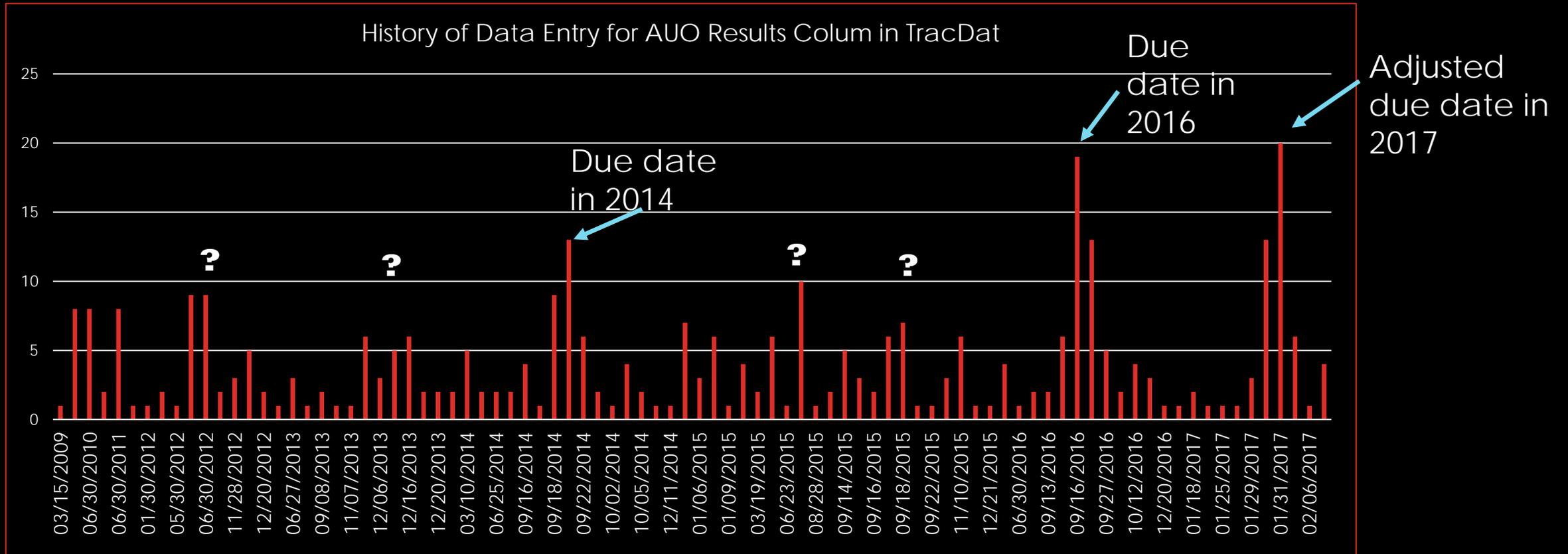
- AUO Handbook is on OPRA website under Planning & Decision Making
- Language of handbook has been updated– intended to be more practical and relevant to the work that you do
  - Breaks process down into steps
- Always open to feedback to improve AUO handbook

# SYSTEMATIC ASSESSMENT OF EXISTING AUO DATA IN TRACDAT:

**Overall Systematic Assessment of TracDat Information for AUO's Illustrated:**

- When are people *really* entering results
- What type of data is being entered for results
- Where information gaps occur
- How data entry time stamps in TracDat misalign with AUO assessment cycle
- How people appear to attempt to "complete" (short cut) work
- Gaps in understanding how to close out an AUO

# WHEN DO ADMINISTRATORS/MANAGERS PUT IN AUO RESULTS FOR THEIR UNIT?



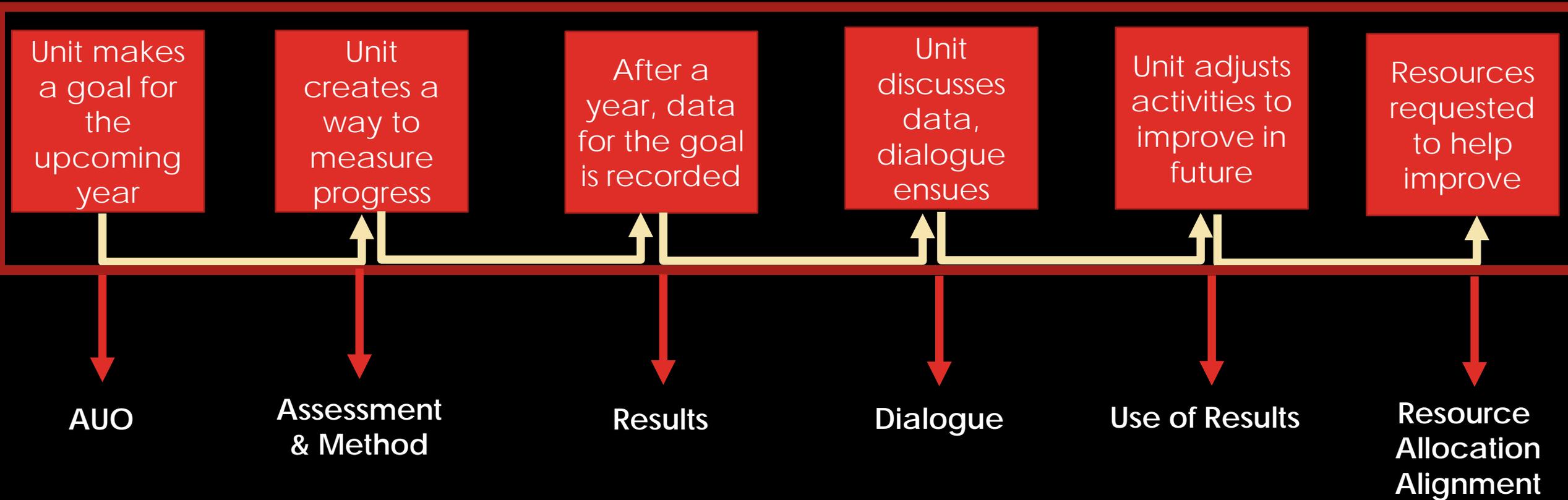
Key takeaway: Newer unit managers recognize the new due date that aligned with resource allocation. Those with many years of experience may recognize the September deadline– or not. What works best?

# AUO FEEDBACK: SURVEY PLUG

- Immediately after this workshop, please take our survey
- Survey will address when/upon what date administrators/managers prefer to have the annual AUO deadline.
- Completion of survey is VERY important for systematic assessment of AUO's

# IDEAL WORLD OF PLANNING AND ASSESSMENT.

Planning for continuous quality improvement



# IDEAL VS REAL WORLD

- We are not ready for the ideal world yet
- The real world of assessment is messy, gaps in understanding
- We will start by showing you the basics of what people enter into TracDat
- Understanding people's behaviors is a step toward moving to ideal assessment

# MINING AUO DATA IN TRACDAT: WHAT ARE PEOPLE DOING?

- Now going to cover various Faux Pas with AUO's
- Will relate back to TracDat screens
- End of power point marks the start of open session on TracDat and Q&A
- Goal of presentation is to prompt you to start working on fixing errors today!

# AUO FAUX PAS #1 – “COPY/PASTE & HASTE”



# EXAMPLE OF AUO FAUX PAS #1 – COPY/PASTE & HASTE

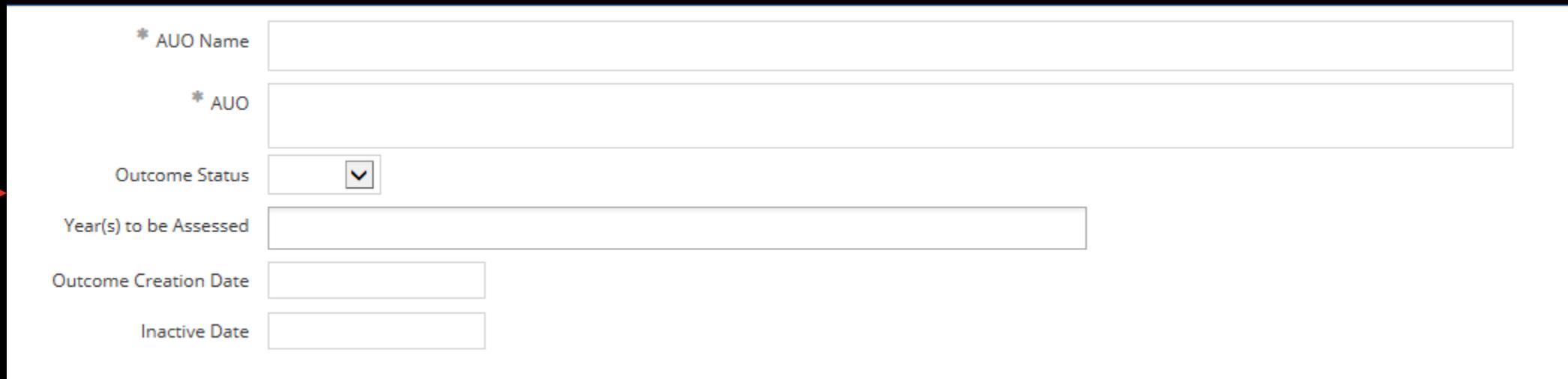
Unit Name	AUO Label	AUO	Assessment Method	Criterion	Result	Entry Date of Result	Use of Results	Use of Results Date	Year(s) to be Assessed (Program-Level)	Reporting Year
Admin AUOs- Happy Day Division	Satisfaction Level	To determine satisfaction levels of service provided to the faculty and staff in the XX division	Survey	75% of the division faculty and staff will be satisfied with division services.	Over 83% of the faculty and staff are satisfied with all services provided by division.	09/16/2016	Ongoing monitoring and follow-up	09/17/2016	2015-2016	2015-2016
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# AUO LEARNING MOMENT: ANSWERS

- Can you copy/paste a prior year's AUO (in entirety) = YES
- Should you? = No
  - AUO's should be **high quality** outcome assessments for your unit that happen ANNUALLY
  - In an audit, carbon copied AUO's shows disorganization, and lack of commitment to assessment
  - For our self-study we were cited as not being up to date with our AUO/AURs
  - Outdated AUO statements due to being carbon copied from prior years looks disorganized and does not meet standards
  - Just don't carbon copy. Take the time to create a new AUO!

# AUO LEARNING MOMENT: QUESTIONS

- What is the assessment year?
  - In TracDat it's in the assessment area called "Year(s) to be Assessed"
  - You will see Year(s) to be Assessed each time you add a new AUO
  - New AUO screenshot



\* AUO Name

\* AUO

Outcome Status

Year(s) to be Assessed

Outcome Creation Date

Inactive Date

Key Takeaway: If you are adding an AUO, Year(s) to be assessed should be the current year only.

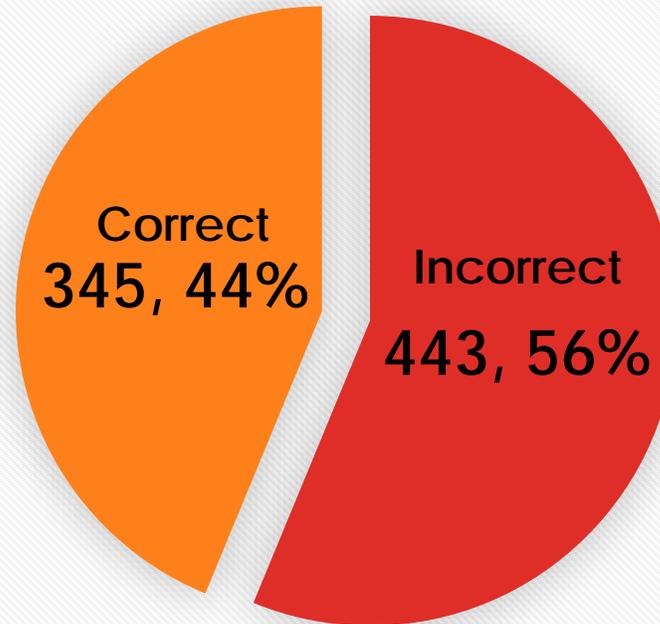
# AUO LEARNING MOMENT: ANSWERS

- What is the reporting year?
  - In TracDat, this is the year that you enter your results.
- How am I supposed to enter the assessment year and reporting year?
- Assessment Year = when you add a new AUO
- Reporting Year = when you have results and are entering the data and use of results

# AUO FAUX PAS IN ACTION

## Systematic Assessment:

History of AUOs in TracDat Number and Percentage of Correctly Identified Assessment Year vs Reporting Year



Key takeaway: Over half of administrative units are incorrectly labeling the assessment year vs. the reporting year. This includes people who do not fill out either the assessment year or reporting year.

# AUO LEARNING MOMENT: ANSWERS

- What is an assessment year?
- The year when you participated in the assessment activities to get the outcome.
  
- What is/are “Year(s) to be assessed”?
- The periods of time (years) that you plan to assess the outcome statement.
  
- What is a reporting year?
- The year when you submit the results and the use of results for an outcome that has been assessed and completed.

**NON-COMPLIANCE = WHEN THE ASSESSMENT YEAR OCCURS AFTER REPORTING YEAR!!!**

**It is not possible to assess data after the due date of your results. You collect and assess to get the results for your report.**

# AUO LEARNING MOMENT: ANSWERS

- **Why can't I load multiple years in "years to be assessed" for an AUO?**
  - Because this method is highly prone to causing errors
  - This negates the purpose of annual reporting
  - It makes it look like you could "wait a few years" to get results = NO
  - Assumes you can use data from the past and forward it to another year = NO
- You must be assessing and getting results annually (ACCJC requirement)
- You should be regularly engaged in an annual continuous cycle of assessment
- For each AUO, add **one year to be assessed--this is the year you are in NOW**
- For older AUO's that are not done, we will discuss in a moment
- Do not "bulk add" multiple assessment years, or apply an old survey and its results and copy the results from 3 years ago and expect ACCJC compliance
- Not annually assessing your AUO's = non-compliant

# ASSESSMENT YEAR VS. REPORTING YEAR

- **Year(s) to be Assessed**

- The current year you want to assess and collect data your AUO statement
- Each assessment year in this field in TracDat must be CLOSED OUT with results.

Each assessment year in this field in TracDat must be CLOSED OUT with results.

- **Reporting Year**

- When you turn in your results
- Occurs in the subsequent fall OR winter term that follows the creation of your AUO

***NON-COMPLIANCE = ASSESSMENT YEARS OCCURRING AFTER REPORTING YEAR!!!  
It is not possible to assess data after you report out on it.***

**REMEMBER:  
WHEN THE ASSESSMENT YEAR OCCURS AFTER THE  
REPORTING YEAR**



It's Just Backwards.

# AUO FAUX PAS #2 – “BLANK TANK”



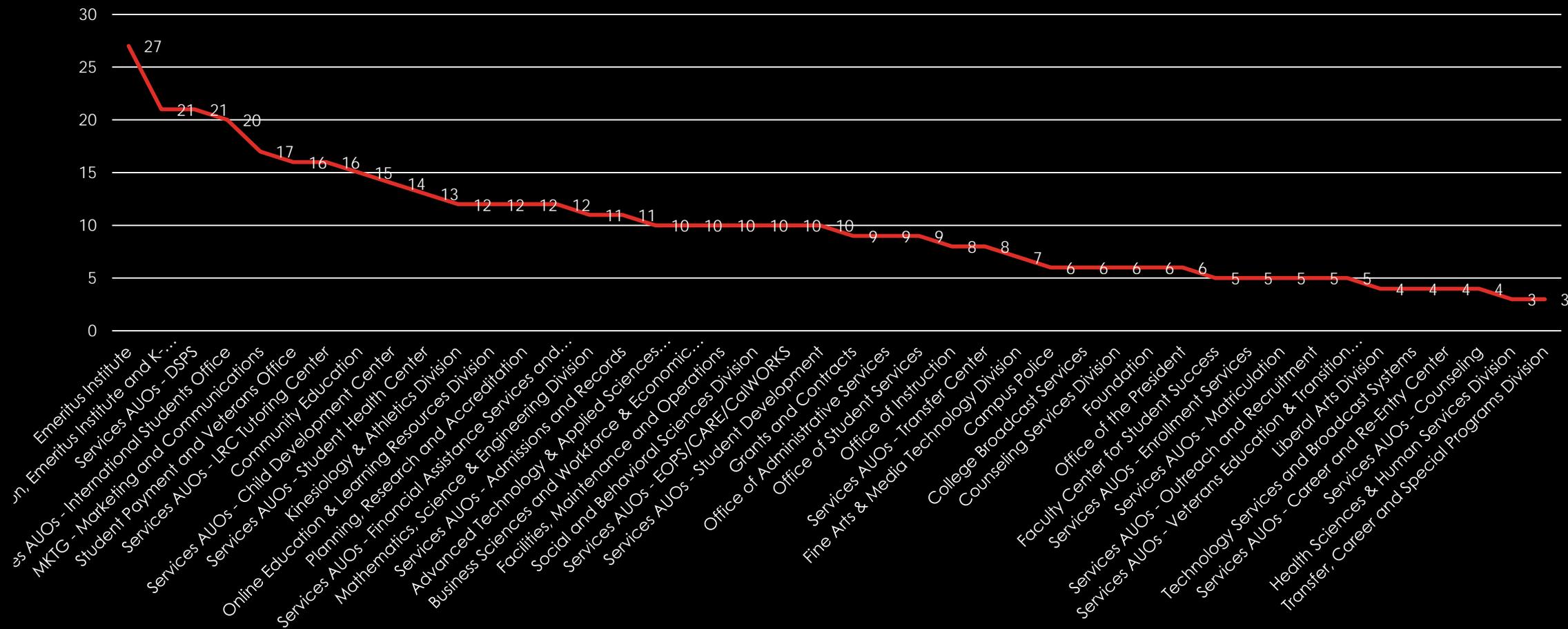
# EXAMPLE OF AUO FAUX PAS #2 – BLANK TANK

Unit Name	AUO Label	AUO	Assessment Method	Criterion	Result	Result Date	Use of Results	Use of Results Date	Year(s) to be Assessed (Program-Level)	Reporting Year
Admin AUOs – Campus Beautification Dept	Campus Satisfaction	The Beauty Department will collect and analyze information from surveys given to campus faculty, staff, and students and use the information to inform decision making.	A survey related to campus beauty services will be conducted and analyzed to prioritize future decisions.	Analysis and o feed back will be complete	No data					

- An AUO statement is written but does not have any support results, use of results, assessment or reporting years
- Often, this faux pas is part of another faux pas where results are put in incorrectly
- Writing in “no data”, “no progress”, “blah blah blah” will trigger the unit as having results in TracDat
- “No data” is not a result!
- If you are putting filler into results, you are non-compliant
- In an audit, this would not pass!

# FAUX PAS #2 IN ACTION: BLANK TANK

Count of AJO Statements for each Department without Assessment Year, Reporting Period, Results, or Use of Results



# IT'S TIME TO CLEAN UP BLANK AUO'S



- New way to clean up the relics/skeletons/dirty laundry in TracDat
- Now we have a new drop-down menu to help you clean house
- Changing **AUO status** from active/inactive to the following:
  - Assess this year
  - To be assessed (later)
  - Archived
- If you inherited a collection of AUOs that are never going to be assessed →ARCHIVE
- Research will be auditing blank AUOs monthly
- If you have a Blank Tank you are non-compliant

# AUO FAUX PAS #3 – RESULT PULP ... FICTION



# EXAMPLE OF AUO FAUX PAS #3 – RESULT PULP FICTION

- Broad statements of results that do not link to the assessment plan = pulp fiction

For example: “Activities were expanded” in a results section when the assessment was supposed to be the number of students attending an event

- **Follow through on your outcome statement** in terms of what you will assess and what kind of results you will have.
  - If you are having problems with data collection, contact the research office for support
- “Activity complete” is not a result. Read the AUO handbook. Non-compliant units will be contacted by the research office to turn fiction into fact!
- At present, 10 non-compliant units will be contacted by research for amendments to the Results field for Pulp Fiction infractions.
- Holistically, most AUOs have results and use of results!

# AUO SHARING MOMENT

- **Share with your neighbor (2 min) What results do you tend to look at?**
  - Remember: Results are outcomes (data, findings) that are specific to your AUO statement and must align directly with the method of assessment you choose to evaluate your AUO.
  - The data you use for results should be coming from work that is central to your unit, and things that you would collect to ensure your team is doing a good job
  - If you are struggling to answer the question above, could it be that you aren't thinking about what progress means for your unit?
    - Could it also be that you are not considering how you measure 1-year progress on a goal for your unit?
    - What are you up to creating?

# AUO'S USE OF RESULTS MORE PULP FICTION

- **Weak statements on Use of Results = More Pulp Fiction:**
  - 50/788 AUO statements have these weak examples: "Continue to monitor", "Continue to work with", "Continue to have dialogue in the division"
    - This is passive
  - **Use of Results should pertain to specific ACTIONS TO IMPROVE your unit**
  - Not addressing results with action steps = non-compliance
  - Passive monitoring or doing nothing is not what ACCJC is looking for
  - Use of Results should directly state your plans to improve your unit as a result of your assessment and the outcome of that assessment
  - Example: You could "continue to monitor" student withdrawal rates until they near zero. How does "continuing" status quo improve your program directly?
  - The research office will audit and track Use of Results statements for amendments. This is a major compliance issue.

# TEAM ACTIVITY “PLEASE FIX MY USE OF RESULTS”

## Example AUO Statement:

Students who visit the Happy Day Center will report that they obtained the tools and resources to meet their needs.

## Method of Assessment:

A survey of our center will be delivered containing items about specific resources and tools.

## AUO results statement:

75% of surveyed students in Fall 2016 indicated getting tools and resources to meet their needs.

## FIX ME PLEASE - AUO use of results:

Continue to monitor student needs.



**BREAK...**

# UPCOMING ADMINISTRATIVE UNIT ASSESSMENT EVENTS

- AUR Workshop (same style of session), time/date TBD
- Flex Week AJO Workshop (8/18)
- TracDat Q&A Training as Needed (based on demand)



# THANK YOU!

- Please feel free to stay and ask questions about TracDat
- Please take our AUO Workshop Survey!
- Remember Flex Week (8/18) for even more on AUO's!