Ensuring Compliance with ACCJC: AUO’s and Closing the Assessment Loop

Presented and Created by the Office of Planning, Research & Accreditation
Fall Flex Week 2017
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Welcome & Purpose

The purpose of the day is to learn about AUO’s! The intended audience includes anyone who feels anxious/determined/unsure about AUO’s and wants to learn more about AUO’s. It also includes people who want to learn the bigger picture of AUO’s as it relates to your department’s effectiveness.

Note. Red bubbles are training topics and grey bubble = work activities.
Introductions

- Jennifer Klein, Ph.D. Director of Research Planning and Accreditation

- AUO/AUR coordinator
  - Role will be increasingly focusing on direction and coordination units and upping the quality of AUO’s and AUR’s → empower leaders!!
  - Helping ALO with accreditation monitoring

- Shouka Torabi, M.A. Research Analyst
  - Assessment Analyst support for AUO’s; Training; auditing quality
Logistics for this session

- Prepare for open discussions with your neighbor
- Engage in multiple activities
- Walk away with examples to take to your office!
- Take bio breaks as needed

EAT FOOD
AUO’s vs. AUR’s the FINAL MATCH UP
Administrative Unit Outcome (AUO) – a key piece (but an important one!) to annually assess your unit to support continuous improvement.

Administrative Unit Review (AUR) – the whole puzzle – your business plan that reflects history, objectives, staffing, resource needs, SWOT.

**AUO’s**
- Outcome statements – what you are “up to” measuring each year
- DUE every year (3rd Week of September) before resource allocation crunch time (Dec)
- Each unit needs 2 of these AUO’s active each year
- Are important for annually assessing how you are doing in your operations
- 93% compliant to-date – 2 units are past due

**AUR’s**
- Your business plan that ties to resource allocation objectives
- DUE from each unit every 2 years
- Many administrators enjoy doing updates – this is totally OK, but submit to OPRA
- To-Date: 93% are compliant on AURs – 2 units are past due
- For 2018 – 10 AURs are DUE
Quiz: True or False?

Below is an AUO

Meaningful Goal-setting: OPRA will provide opportunities for the college community to engage in meaningful dialogue regarding institution-set standards. (Assess This Year)

- Year(s) to be Assessed: 2016-2017
- Outcome Creation Date: 01/18/2017
- Inactive Date:

Assessment Methods (Program-Level)

- Survey - Employee: We will conduct several surveys on institution-set standards and AUO’s will be topics of surveys. (Active)
  - Criterion: 70% of survey respondents will have identified whether or not their department meets the standard and what implications meeting or not meeting has.
  - Notes:
  - Date Added: 01/18/2017
  - Active: Yes

Related Documents

Assignment

Related Goals
Quiz: True or False?

Every unit has two instances in TracDat – one to input the AUO’s and one to input AUR
1. This is an AUR (Business Plan) **Updated Every 2 Years**

2. Every year, you measure progress for your unit using AUO’s.

3. Results from AUO’s should help you understand HOW your strategies support your objectives.

4. Objectives from your AUR are aligned to the college’s strategic plan and resource requests.

5. Aligning your annual tracking of your outcomes (AUOs) to your resource planning aligns assessment and budget. And the process continues!
Today’s Session and Focus
Back to the Basics of AUO’s!

REMINDERS AUO’s
• Outcome statements – what you are “up to” measuring each year
• DUE every year (3rd Week of September) before resource allocation crunch time (Dec)
• Each unit needs 2 of these AUO’s active each year
• Are important for annually assessing how you are doing in your operations
• 93% compliant to-date – 2 units are past due

Administrative Unit Outcome (AUO) – just a piece (but an important one!)
Administrative Unit Review (AUR) – the whole puzzle
Moment of Truth: Your AUO’s
Moment of Truth Exercise (5 min):

• Ask your neighbor:
  • 1. “Where are you with your AUO’s for 2016-2017”?
  • If you don’t know, say so!
  • 2. If you experience an emotion, what is it?

SHARE with your neighbor.
BREATHE … THEN LET IT GO

• Please turn to your neighbor and say the following statements:

• 1. “93% of units at Saddleback have an AUO statement. Given these data, I am confident that I can create an AUO statement too.”

• 2. “If anything, my emotion of _________ comes from the fact that I am feeling _________ about my AUO’s.”
SHARE OUT (10 MIN)

• What did you discuss with your neighbor?

• What are your “hang ups”?

• Do you want to start from the beginning?
  • HINT → SAY YES
The Big Picture: Assessment
What is this “assessment” thing?

We assess for the purpose of measuring activities or qualities in our unit that are important to our operations. We conduct ongoing assessment to understand how we are achieving desired outcomes that are essential to success.

We do this in three major stages:

1. Pre-assessment Period: Finding Out
   YOUR QUESTIONS:
   What core things can I into for my unit’s operations in the next year?

2. Assessment Period: Keeping Track & Setting the Bar
   YOUR QUESTIONS:
   How can I measure step 1? What is the minimum I would be OK with in terms of achieving an outcome?

3. Reflection Period: Gathering results and using them
   YOUR QUESTIONS:
   What are my results? How do these results help me improve what I do already?
What is a “Cycle” of Assessment?

1. AUO Statement:
   YOUR QUESTION: “What are some goals I have for the next year?”

2. Assessment Methods:
   YOUR QUESTION: “How can I measure what I stated in step 1?”

3. Criterion:
   YOUR QUESTION: “What is the minimum I would be “OK” with in terms of achieving my goal?”

4. Results
   YOUR QUESTION: “What are my results?”

4. Use of Results
   YOUR QUESTIONS
   How do these results help me improve what I do already?

What actions can I take to improve things immediately/long term?

What did I learn from this?
What is “Closing the Loop”? 

1. AUO Statement: 

2. Assessment Methods: 

3. Criterion: 

4. Use of Results 

4. Results

Many people forget to use their results to inform their unit’s operations and to inform the next cycle of assessment.
TRUE OR FALSE QUESTIONS

• Of all the things ACCJC cares about in terms of AUO’s, closing the loop is the top priority

• Closing the loop means using your results from your assessment to improve your unit’s functions and to plan for future assessments and opportunities

• In your AUR (2 year business plan) you must summarize 2 years of assessment from your AUO’s and specifically focus on how you closed the loop and what you learned to improve your operations
In your AUR (3 year business plan) you must summarize 3 years of assessment from your AUO’s and specifically focus on how you closed the loop and what you learned to improve your operations.
Why Assess and Why Close the Loop: Continuous Quality Improvement

Core Concepts of CQI

- Quality is defined as meeting and/or exceeding the expectations of our students.
- Success is achieved through meeting the needs of the students we serve.
- Most problems discovered in processes, not in people. CQI does not seek to blame, but rather to improve processes.
- It is possible to achieve continual improvement through small, incremental changes!!! This is the whole reason for doing all of this.
- Continuous improvement is most effective when it becomes a natural part of the way everyday work is done.
Just a Moment Before You Finish TracDat!

What it really means to enter use of results
You just completed your process. You must include (importantly) the highlighted areas in this document to ensure that you are using the results in your department and having active dialogue about the outcomes. The importance of this step cannot be understated. From looking at your results, how did you do? Did you perform as expected? Could you change any operations to improve the results? Would changing operations mean that your unit improves? What did your team members say? Document it! Overall, what can you learn from this exercise for the greater purpose of Continuous Quality Improvement (CQI) of the unit that you lead?

Core Concepts of Continuous Quality Improvement

- Quality is defined as meeting and/or exceeding the expectations of our students.
- Success is achieved through meeting the needs of the students we serve.
- Most problems discovered in processes, not in people. CQI does not seek to blame, but rather to improve processes.
- Unintended variation in processes can lead to unwanted variation in outcomes, and therefore we seek to reduce or eliminate unwanted variation.
- It is possible to achieve continual improvement through small, incremental changes.
Exercise: Find “the CQI” this process. Share with Your Neighbor (5 min)

1. AUO Statement:
The Career Center will understand students’ top 3 needs to help innovate the center.

2. Assessment Methods:
A survey will be conducted in Fall 2018 containing a question for students to check off the top 3 things they would like offered at the career center.

3. Criterion:
The top 3 topics chosen by surveyed students

4. Results:
A total of 2,500 students took our career center survey. Of these, 30% of students selected “Resume Building”, 25% selected “Interview skills” and 14% selected “Job Seeking Tips”

4. Use of Results:
Our unit discovered three priorities to focus on for the new career center. The survey results provided us with an opportunity to focus. Our efforts including funding, staff, and technology efforts will be. We did not have a resume building operation in our unit. We will work to develop one in 2018-2019 and re-assess the students to see if they are still interested in these areas.
Bio Break! (5 min)

• Grab some food, get up and stretch. We will reconvene in 5 min.
What did you learn about the “find the CQI” exercise?

• Please share back!
Build-an-AUO
Getting Started
Writing an Outcome Statement: The 3 M’s

1. **Meaningful**: How does the outcome support the departmental mission or goal?

2. **Manageable**: What is needed to foster the achievement of the outcome? Is the outcome realistic?

3. **Measurable**: How will you know if the outcome is achieved? What will be the assessment method?
Identify the **focus** of what you want to address in your AUO

What do you want to focus on looking at for your department?

Do want to ...
- Assess your resources (facilities, students, faculty)
- Assess your processes (pedagogy, advising, feedback)
- Assess the services that you provide
- Assess the products that you use/produce
Activity: Create 1 AUO for your area that includes the three M’s

• Take 15 minutes and write this down on your paper

• SHARE!
Take the Assessment Steps
The AUO Cycle of Assessment Includes these Steps to Assess

1. AUO Statement:
2. Assessment Methods:
3. Criterion:
4. Results
4. Use of Results
Step By Step Handbook for Assessment Cycle Using TracDat

• Updated AUO Handbook for ease of use

• Please go to this website:

  https://www.saddleback.edu/opra/planning

You will find the AUO handbook here.
New AUO Handbook Snapshots

**Steps for Assessment – What to Expect**

**Step-by-Step Guide to AUO Assessment**

Administrative units should follow the six steps listed below in the creation and assessment of their AUOs. This guide will walk you through each of the boxes below to help you complete the AUO.

1. **Step 1:** Create the mission and purpose of the administrative/service unit. Input the mission into TracDat.
2. **Step 2:** Formulate AUOs. Input into TracDat.
3. **Step 3:** Determine the method of assessment and the criterion for each AUO. Input into TracDat.
4. **Step 4:** Conduct and document assessment activities. Input results into TracDat.
5. **Step 5:** Use assessment results to improve services. Input the use of results into TracDat.
6. **Step 6:** Take stock of your AUO process. Run your completed AUO report in TracDat.

**TracDat Walk-Throughs at Each Step**

1. **Getting TracDat Access**
   - Link: [https://aaddisback.tracdat.com/](https://aaddisback.tracdat.com/)
   - Log in using your standard Aaddisback login from any computer (home or office). If you do not have access to TracDat, please contact Shonta Forrest (shonta@aaddisback.edu).

2. **Home Screen**
   - Once you are logged in, you will be routed to your unit’s home screen (you may toggle between your AUO screen and Administrative Unit Review screen by selecting the drop-down arrow at the top of the screen)

3. **Entering New Administrative Unit Outcomes –**
   - Select “Unit AUOs” from the left navigation pane.
   - Select “Unit Assessment Plan”.
   - Select the add icon on the upper right-hand side of the screen to add a new AUO.
TracDat Exercise

• We would like someone to volunteer their AUO from the previous exercise.

• We will enter your AUO in TracDat.

• As a TEAM we will complete a full cycle of assessment together.
### Step 1: Outcome Statement
What service/process/product do you want to assess to increase efficiency in your area?

**i.e. The Office of Technology Services will increase the number of trainings related to new software implementation for staff.**

Make sure your outcome statements are measurable.

### Step 2: Assessment Method
How will you measure the outcome statement?

**Direct measures** evaluate actual performance (i.e. customer satisfaction, retention, time, cost, efficiency, productivity)

**Indirect measures** evaluate the perceived performance (i.e. perceived timeliness, perceived capability)

**i.e. In Fall 2016, the Office of Technology Services will track the number of work orders requesting training from staff.**

### Step 3: Criteria for Success
What defines success?

**Quantify the threshold for success.**

**i.e. The Office of Technology Services will increase their number of trainings by 50% via completing at least four work orders per week.**

### Step 4: Results
Compile the data that is collected within the assessment time frame.

**i.e. The Office of Technology Services completed over 65 work orders related to trainings in Fall 2016 which resulted in an increase of 60% in trainings within the semester meeting the criterion.**

### Step 5: Use of Results
Use department meetings as a way to discuss and document the results.

Discuss implementing change for improvement.

**i.e. Based on feedback from the results and department discussions, we will need to hire a full-time trainer to meet the demands.**
AUO’s: Let’s Talk about Quality
What NOT to use in Assessment

• In identifying assessment methods, stay away from words like “monitor” or “maintain”

• In reporting use of results, stay away from “continue” or “no update”

• AUOs are NOT simply resource allocation requests!
Areas Needing Improvement

- Increase quality of results and use of results
  - **Stop the copy/paste!**
- Reporting vs Assessment Year
- Complete **ALL** steps of assessment!
  - Don’t leave fields blank!
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
A Systematic Assessment of Current AUO’s
## AUO Systematic Assessment of Progress (2011-2017)

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<th>Unit Count</th>
<th>% Identified AUOs</th>
<th>% With Assessment Methods</th>
<th>% With Results</th>
<th>% With Use of Results</th>
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<tr>
<td>Administrative Units</td>
<td>30</td>
<td>93%</td>
<td>93%</td>
<td>73%</td>
<td>67%</td>
</tr>
<tr>
<td>Service Units</td>
<td>17</td>
<td>100%</td>
<td>100%</td>
<td>88%</td>
<td>76%</td>
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Evaluation of Administrative Unit Outcomes – Administrative Units (2011-2017)

- Outcomes Assessment Methods Results Use of Results
  - Satisfactory: 64.6%, 72.7%, 66.4%, 39.7%, 31.3%, 25.0%, 17.2%, 35.9%, 2.3%
  - Marginal: 4.0%, 2.3%, 16.4%, 4.0%, 2.3%, 16.4%, 4.0%, 2.3%, 2.3%
  - Poor: 0%, 2.3%, 16.4%, 0%, 4.0%, 2.3%, 0%, 2.3%, 2.3%
ACCJC Standards: Cycles of Input

Timeline:
• AUOs with full cycle completed is due 3rd Friday in September to be compliant
• Alignment with resource allocation timeline?

**Auditing will begin Fall 2017!**
Resources for AUO Assessment

AUO handbook
Step-by-step instructions
AUR/AUO coordinator – Jennifer Klein
Research Analyst/ TracDat Support – Shouka Torabi
Complete the Process with Purpose
If what you are assessing is not meaningful, you cannot ACT. Assessing without meaning is a waste of your energy and value to the college.
Final moment of truth question:

Are you looking at data and not doing anything about it?

Does mean that if you aren’t acting, you are not using results?

Act now!

Be empowered to change things at the college.
Upcoming events for Administrators:

AUR Last Ditch Effort (December 14\textsuperscript{th} in Computer Lab)

AUO’s Last Ditch Effort (December 15, 2017 in Computer Lab)

After these training sessions, all materials will be marked late if they are submitted AFTER the deadlines.

AUR deadline – December 31\textsuperscript{st}
AUO deadline- 3\textsuperscript{rd} week of September