



Angelo State University Operating Policy and Procedure

OP 02.01: Institutional Effectiveness

DATE: January 3, 2019

PURPOSE: The purpose of this Operating Policy/Procedure (OP) is to ensure compliance with university policy regarding institutional planning, research and effectiveness of all academic programs and support operations for quality effectiveness and review consistent with the institutions mission.

REVIEW: This OP will be reviewed in April every five years, or as needed, by the executive director of accountability with recommendations for revisions, if necessary, forwarded to the president by May 1.

POLICY/PROCEDURE

1. Institutional Effectiveness

Angelo State University uses the Southern Association of Colleges and Schools Commission on Colleges definition of institutional effectiveness as “the systematic, explicit, documented process of measuring performance against mission in all aspects of an institution.”¹ Institutional Effectiveness supports the decision-making processes of the university in strategic planning, evaluation, and program assessment for a variety of internal and external customers. These processes are accomplished through data collection, analysis, and reporting; providing training to others in these activities; and functioning as a mechanism for monitoring and tracking the assessment activities associated with the institutional effectiveness process.

a. Policy

- (1) Institutional effectiveness is the result of the assessment process in which each academic and administrative unit at Angelo State University measures and improves quality. Academic departments primarily focus on student learning, while administrative departments may consider delivery of services, professional standards, or client satisfaction, in addition to other appropriate indicators of quality and/or ties to the strategic and master plans. General education is assessed separately.
- (2) Each department will determine its relationship to specific parts of the Mission Statement and will define its own purpose in terms of the Mission Statement. These descriptions become a permanent part of the department’s institutional effectiveness plan.

¹ SACSCOC Resource Manual for the Principles of Accreditation: Foundations for Quality Enhancement (Third Edition, 2018), p. 170.

- (3) Each department will file annual reports consisting of the following:
- (a) Unit Goals: These include the department/program mission statement and overarching and long-term goals.
 - (b) Objective Descriptions: These are the main focus of the unit's effectiveness activity for the year. They do not include all unit objectives or "business as usual," but they do include anything of special focus for the year, and, for the academic units, they include student learning objectives.
 - (c) Linking Goal (Objective Details) to Mission Support, Planning Priorities, and Institutional Goals.
 - (d) Assessment Measures: These define how the unit plans to measure achievement of its objectives. A combination of quantitative and qualitative measures and professional judgment can be used. Direct measures of progress are best, but indirect measures can be used along with direct measures.
 - (e) Intended Results: This is the measurable target (e.g., 10% increase, half as many) the unit works to achieve. It is tied directly to the measurement used.
 - (f) Actual Results: The results show the amount of actual progress that was made toward achievement of objectives and are directly related to the measurements used.
 - (g) Use of Results: The unit will state how the results will be used to improve the quality of the program(s) or activities. If the criteria for success have been met, the department could raise the bar or could declare the objective attained and move on to another objective. Planning for the next year will depend, in part, on what is learned in the current year.
 - (h) Budgetary Implications: If the suggested improvement has fiscal implications, the plan may be used as a supporting document for budget requests.
- (4) Reports will be filed electronically in the Strategic Planning Online (SPOL) software.

b. Procedures

- (1) Reports will be filed on an annual cycle that runs from fall to fall.
- (a) Each fall, all units should complete the previous fiscal and academic year reports. This will be reflected in the goals, objectives, tasks, assessment measures, intended results, actual results and use of results.
 - (b) Plans for the upcoming year should be reflected in the goals, objectives, tasks, assessment measures and intended results.
 - (c) Any budget objective that will be tied to a budget request must be completed with university budget formulation timeline issued by the budget office and in accordance with strategic and institutional effectiveness plans consistent with ASU's mission.

[Minor revisions: January 3, 2019]

- (2) Reports will be reviewed throughout a unit's chain of command to ensure cohesiveness of planning among related units, institutional goals, data collection and analysis, budgetary implications, and relation to the mission.

Strategic Planning Online (SPOL) training dates and open sessions for units are updated annually and can be found on the [Office of Accountability's home page](http://www.angelo.edu/accountability) (www.angelo.edu/accountability)