

ADMINISTRATIVE & EDUCATIONAL SUPPORT UNITS - PHASE I

QUICK REFERENCE GUIDE

(Abbreviated)

to Writing Department Objectives

Administrative and Educational Support Objectives can be defined as statements that describe the desired *quality* (timeliness, accuracy, responsiveness, etc.) of *key functions and services* within an administrative unit.

Key functions, services and processes are those that...

1. fulfill the unit's mission/purpose, and
2. impact student experience and student learning

Objectives state expected accomplishments or improvements that the unit has identified, after careful consideration of its critical processes and functions. They may include a consideration of demand, quality, efficiency or effectiveness or other productivity gauges of the unit's operations and processes.

Objective statements can also be stated in terms of *Student Learning Outcomes (SLO's)*. They can focus on the intended knowledge, values, attitudes and abilities a student should demonstrate after having used certain services or having participated in an activity.

- What does the student know as a result of utilizing your service?
- What does the student appreciate or value as a result of utilizing your service?
- What can the student do as a result of utilizing your service?

If written as SLO's, administrative objectives define exactly what the services should promote (understanding, knowledge, awareness, appreciation, behavior, skill, etc.). This is most appropriate for units that provide services that directly or indirectly impact the student experience and student learning.

HOW TO DEVELOP DEPARTMENT OBJECTIVES

Annual objectives should include the following segments:

Administrative Objective	as a Student Learning Outcome
1. Department or Service	1. Learner
2. Performance Verb or Action	2. Learning Verb
3. Program, Service or Activity	3. Learning Outcome
4. Performance Target	4. Criterion of Success
5. Time Frame, Achieved or Assessed	5. Time Frame, Achieved or Assessed

Just Getting Started? Here's a template to follow:

[1. Department/Service] will [2. Performance Verb/Action] [3. Program/Service/Activity] [4. Performance Target] [5. Time Achieved/Assessed].

Examples:

[1. The Department of Public Safety] will [2. decrease] [3. call response time] [4. by 10%] [5. during the 2020-2021 academic year].

[1. The Department of Dining Services] will [2. increase] [3. customer satisfaction with food choices] [4. by a Likert scale point value of .25] [5. during the 2020 Spring academic term].

[1. Students] will [2. be able to identify] [4. a minimum of 2 signs] of [3. alcohol overdose] [5. after attending New Student Orientation]. (Department of Student Health Services)

Remember, the purpose of Administrative and Educational Support unit assessment is to use what is learned from the assessment activities to improve the efficiency and effectiveness of a unit's programs and services, thereby, contributing to increased student learning and improved student experience.