Administrative Assessment Workshop

A Presentation for TNCC
10/3/2014

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James Madison University
Overview

- Introductions
- Admin vs. Academic Program Asmt
- Outcomes for Participants
  - Distinguish between outcomes and interventions
  - Review your documents and mark where the two may have been mistaken
Introductions
Admin vs. Academic Asmt

- Academic Units: Focus typically on student learning outcomes
- Administrative Units: Focus typically on effectiveness/efficiency (more on this later)
- Admin Units: Much more diverse
Outcome vs. Intervention

- (Intended) Outcome: A desired IMPACT of your office’s efforts
- Intervention: What you do to achieve outcome
- The two are often confused. However, sometimes the distinction is not clear cut.
Example 1

- (Intended) Outcome: My temperature will drop from 101 to 98.6
- Intervention: Two pills every four hours
Example 2

- (Intended) Outcome: I will lose 20 pounds
- Interventions: I will (A) exercise 30 minutes four days a week and (B) eat approximately 2000 calories a day.
(Intended) Outcome: The real estate office will sell 10 million dollars worth of homes in 2014 (2 million more than 2013)

Interventions: Realtors will attend summer retreat on better sales tactics. Realtors, on average, will show 50 houses per year. The marketing office will advertise via Google, the weekly real estate digest, etc.
Example 4

O (Intended) Outcome: Financial aid will increase by 3% in applications, from 16,300 to 16,789, and awards will increase by 5%, from $38.3 million to $40.3 million

O Interventions: Review of policy. Collaboration across campus to get word out about financial aid opportunities

O From TNCC’s Finance and Administration Office
Outcome or Intervention?

- The maintenance crew will keep the lawn mowed
Outcome or Intervention?

- The assessment director will meet with all unit coordinators on campus
Review Your Assessment Docs
# Consultant Schedule

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<thead>
<tr>
<th>Time</th>
<th>Laura</th>
<th>Keston</th>
<th>Kristen</th>
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<tbody>
<tr>
<td>3:00-3:20</td>
<td>M. Dandridge</td>
<td>B. Harrison</td>
<td>R. Muzia</td>
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<td>3:20-3:40</td>
<td>T. Ray</td>
<td>C. Ramirez</td>
<td>R. Hodges</td>
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<td>V. Sanders</td>
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<td>J. Johnson</td>
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<td>A. Riley</td>
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<td>4:20-4:40</td>
<td>K. Anderson</td>
<td>C. Nurnberger</td>
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Outcome vs. Intervention