

### Mission

The mission of the AASAC Sample Entity is to provide all AASAC assessment stakeholders with an easy-to-access example of administrative assessment and provide administrators a test entity with which to test Weave features.

### Analysis Questions

1) Based on your assessment findings from this and recent years, summarize the key trends in your assessment data and what they tell you about the achievement of the outcomes for your department/unit.

The assessment findings suggest that the committee is operating based on it's founding documents and actually met more regularly than was the target, 6 times compared to a target of 5. The assessment findings also seems to suggest that the sample entity could improve customer service, particular as the analysis suggested to graduate students and could coordinate more closely with units to ensure full compliance with the AASAC deadlines. Both of these findings suggest that the unit could work more closely with stakeholders (students and units) to understand their needs and adjust services as appropriate to continue to support them.

2) Reflecting over the past three years, describe what changes your department/unit has made directly in response to assessment findings and how those changes impacted the achievement of outcomes based on your current assessment findings?

Over the past three years, the unit had found the AASAC was not meeting regularly to accomplish its goals. The unit set regular meetings throughout the year and established the target of five meetings. Additionally, the unit utilized zoom to host meetings when physical meetings were not possible. This resulted in the unit exceeding its target. Forward scheduling and flexibility in meeting modality will be continued to ensure the regularity of meetings continue.

3) Looking forward, describe how your department/unit will use the assessment findings from the past three years to make changes that attempt to improve the student experience and achieve the objectives within your area?

As the action plans indicate, the unit will gather feedback from stakeholders to better understand their needs in terms of customer service and AASAC deadlines. To improve customer service, all members of the unit will attend customer service training. This training will have a specific module on serving graduate students. The unit will consider using graduate student "secret shoppers" to gather regular and on-going feedback to react to more often throughout the year. Additionally, the unit will work with AASAC units to understand why they were unable to meet the deadline for report submission. A communication plan will be developed and implemented for the 30 days prior to the report due date. Additionally, the unit will create an extended due date for unit that operate on a fiscal year calendar.

Objective	Assessment Tool/Measure	Targets	Findings
<b>1 Objective Type (Student vs. Non-Student)</b> Student			
<p data-bbox="128 412 562 456">Outcome has action plan</p> <p data-bbox="128 467 567 656">1.1 Student Satisfaction Students will be satisfied with the AASAC Sample experience.</p> <p data-bbox="128 691 567 1159"><b>ACTION PLAN</b> <span data-bbox="331 691 468 727">Planned</span> The unit will focus on customer service training during the upcoming academic year. This training will include focus on graduate student support. Feedback will be solicited from graduate students on what additional service is needed. <b>DUE</b> no due date set</p>	<p data-bbox="594 412 1033 883">1.1.1 Biennial Student Satisfaction Survey On the biennial satisfaction survey conducted by the Office of Institutional Research and Effectiveness, students will select that they 'Strongly Agree' or 'Agree' with the statement that they are satisfied with the AASAC Sample Entity.</p>	<p data-bbox="1064 412 1503 558">1.1.1.1 <span data-bbox="1150 412 1283 451">Not Met</span> 80% of students will select 'Strongly Agree' or 'Agree'</p>	<p data-bbox="1533 412 1955 493">68% of students selected 'Strongly Agree' or 'Agree'</p> <p data-bbox="1533 513 1892 545"><b>ANALYSIS AND NEXT STEPS</b></p> <p data-bbox="1533 591 1934 753">The data for the findings was gleaned directly from the survey results (no calculation needed). It was based on 1435 respondents.</p> <p data-bbox="1533 812 1965 1279">These findings indicate that the AASAC Sample Entity did not meet it's target for customer satisfaction. The unit was 14 percentage points lower than the target. The unit requested additional data from IR&amp;E which suggested that the greatest gap was with graduate students, 20 percentage points. The undergraduate data was much closer to target at 77%.</p>

Objective	Assessment Tool/Measure	Targets	Findings
<p>2 <b>Objective Type (Student vs. Non-Student)</b> Non-Student</p>			
<p>Outcome has action plan</p> <p>2.1 AASAC Entity Weave Completion All AASAC entities will complete their required tasks within the Weave system.</p> <p><b>ACTION PLAN</b> Increase regular communication with AASAC members and assessment coordinators as the deadline approaches. Modify AASAC timeline for units that use a fiscal year calendar to ensure process aligns with typical operations. DUE no due date set</p>	<p>2.1.1 Weave Dashboard</p> <p>The Weave dashboard will show 100% completion for all AASAC entities.</p>	<p>2.1.1.1 <b>Not Met</b></p> <p>100% entry of findings for all AASAC entities by the June 1 deadline</p>	<p>92% percent completion on 06/01/22</p> <p><b>ANALYSIS AND NEXT STEPS</b></p> <p>The Weave dashboard does all the calculations.</p> <p>This result means that we need to work more closely with units as we approach the deadline to make sure everyone is on task and familiar with the Weave processes. The unit analyzed the Weave dashboard and found that the units that did not complete their reports by the deadline were units that typically operate under a fiscal year instead of an academic year.</p>
<p>2.2 AASAC Committee Effectiveness The AASAC committee will meet to complete it's requirements per the AASAC founding documents.</p>	<p>2.2.1 Commitee Meetings</p>	<p>2.2.1.1 <b>Met</b></p> <p>The committee will meet 5 times throughout the cycle.</p>	<p>The committee met 6 times.</p> <p><b>ANALYSIS AND NEXT STEPS</b></p> <p>Evidenced by meeting minutes.</p>

Objective	Assessment Tool/Measure	Targets	Findings
	<p>The AASAC committee will meet an adequate number of times over the academic year.</p>		<p>This target was created with the onset of the AASAC committee to make sure the committee was meeting. If the target continues to be met, this objective/measure will probably be changed accordingly.</p>