Delaware Technical Community College
Institutional Effectiveness Structure

Institutional effectiveness is demonstrated through the assessment and improvement of College mission outcomes, student learning outcomes, and educational support outcomes.

Institutional Effectiveness Components

College Mission Outcomes Assessment

Student Learning Outcomes Assessment (SLOA)

Educational Support Outcomes Assessment (ESOA)

SLOA Components

College and Campus Assessment Plans
1. Connection to College Mission
2. Goals: PCGs and CCCs
3. Intended Outcomes
4. Criteria for Success
5. Means of Assessment

College and Campus Assessment Forms
6. Assessment Results and Analysis
7. Improvement Actions

Mission Outcomes Assessment Components

College Assessment Plan
1. Connection to College Mission
2. Goals: Mission Goals
3. Intended Outcomes & Critical Effectiveness Indicators
4. Criteria for Success
5. Means of Assessment

Institutional Effectiveness Report
6. Assessment Results and Analysis
7. Improvement Actions

Mission Goal Assessment documentation forms
8. Provide Transparency

ESOA Components

College and Campus Assessment Plans
1. Connection to College Mission
2. Goals: Support Unit Goals
3. Intended Outcomes
4. Criteria for Success
5. Means of Assessment

College and Campus ESOA documentation forms
6. Assessment Results and Analysis
7. Improvement Actions
### Institutional Effectiveness Development & Approval Processes

**Campus Assessment Plans and Reports:**
Instructional Programs and Educational Support Services

<table>
<thead>
<tr>
<th>SLOA</th>
<th>ESOA</th>
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<tbody>
<tr>
<td>Instructional Program Faculty</td>
<td>Service Unit Staff</td>
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<tr>
<td>SLOA Committee</td>
<td>ESOA Committee</td>
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<tr>
<td>Campus Assessment Coordinator</td>
<td>Campus Assessment Coordinator</td>
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<tr>
<td>Dean of Instruction</td>
<td>Dean/ Director</td>
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<tr>
<td>VP &amp; Campus Director</td>
<td>VP &amp; Campus Director</td>
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**College Assessment Plans and Reports:**
Instructional Programs and Educational Support Services

<table>
<thead>
<tr>
<th>Contain only:</th>
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<tbody>
<tr>
<td>- Collegewide intended outcomes for multi-campus academic programs</td>
<td>- Intended outcomes for matrix area service units common to all campuses</td>
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<tr>
<th>SLOA</th>
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<tr>
<td>Collegewide Department Chairs</td>
<td>Collegewide Matrix Groups</td>
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<tr>
<td>College Assessment Committee</td>
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<tr>
<td>Deans of Instruction</td>
<td>Deans/ Directors</td>
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<tr>
<td>VP for Academic Affairs</td>
<td>VP for Academic Affairs/ VP for Finance/ VP for Institutional Effectiveness and College Relations, and Chief Legal Counsel and VP for Human Resources</td>
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**College Assessment Plans and Reports:**
Mission Goals

**MISSION GOAL INTENDED OUTCOMES**

- Mission Goal Leadership Groups
- College Assessment Committee
- College Planning Council (review)
- President's Council
INSTITUTIONAL EFFECTIVENESS REPORTS

Campus Assessment Reports
- Completed SLOA and ESOA documentation forms (viewable on assessment web page) which identify assessment findings and improvement actions (steps 6 and 7) resulting from campus assessment plans (steps 1-5) of instructional programs and service units

College Assessment Reports
- Completed SLOA and ESOA forms (viewable on assessment web page) which identify assessment findings and improvement actions (steps 6 and 7) resulting from College assessment plans (steps 1-5) of multi-campus instructional programs and service units
- Assessment Results and Analysis (step 6) – Derived from the average of the data for the campuses and/or separated by campus to enable improvement actions
- Improvement Action (step 7) – If the criteria for success are not met, reports the College and/or campus improvement action taken

Institutional Effectiveness Report
- Completed Mission Goal assessment forms (viewable on assessment web page) which identify assessment findings and improvement actions (steps 6 and 7) for the College assessment plans (steps 1-5) of Mission Goals
- Documents assessment of at least one intended outcome/ Critical Effectiveness Indicator for each Mission Goal each year. Mission Goal intended outcomes may remain the same or change from year to year
- Assessment Results and Analysis (step 6) – Derived from the average data from the campuses
- Improvement Action (step 7) – If the criteria for success are not met, reports the College improvement action taken
- Provide Transparency (step 8) – Critical Effectiveness Indicator data are available to external stakeholders on the College web page

Additionally, reports on the College’s impact are shared with external stakeholder groups with a variety of interests and draw on assessment outcomes or other qualitative measures such as planning achievements, external awards, and accreditation milestones, as appropriate.
## Roles Supporting Assessment of Institutional Effectiveness

<table>
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<tr>
<th>Role</th>
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<tbody>
<tr>
<td><strong>Vice President For Institutional Effectiveness and College Relations (eff. FY 2012)</strong></td>
<td>Provides administrative oversight for Collegewide assessment to include mission goal outcomes, student learning outcomes, and educational support outcomes, and ensure connections to the College planning and budgeting processes where appropriate.</td>
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<tr>
<td><strong>Collegewide Coordinator for Planning and Assessment (FY 05-11); Planning and Institutional Effectiveness Director (eff. FY 12)</strong></td>
<td>Provides leadership for planning, assessment, and accreditation for the College. Provides leadership for development, implementation and improvement of the College Institutional Effectiveness Structure. Chairs the College Assessment Committee. Provides guidance and consultation to the Vice Presidents and Mission Goal Leadership Groups for institutional-level Mission Goal Outcomes Assessment. Provides consultation and guidance to the Vice Presidents, Campus Assessment Coordinators, and Deans/Directors for SLOA and ESOA. Provides leadership for strategic planning, long range College planning, and annual campus planning. Chairs the College Planning Council.</td>
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<tr>
<td><strong>Director of Institutional Research</strong></td>
<td>Provides consultation to Campus Assessment Coordinators on data collection, management, analysis and reporting related to student learning and educational support services outcomes. Works with Campus Assessment Coordinators to design and create database capabilities that address the needs of campus and collegewide assessment plans. Provides information and advice on using the College’s databases. Integrates campus data requests and organizes and conducts College data collection such as surveys. Produces data reports for SLOA, ESOA and Mission Goal Outcomes assessment. Produces analytical reports to support College projects including Mission Goal Outcomes Assessment.</td>
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<tr>
<td><strong>Campus Assessment Coordinators</strong></td>
<td>Under the leadership of the Planning and Institutional Effectiveness Director, provides assessment design and analysis support (guidance, training and consultation) for SLOA and ESOA at the campus; chairs campus SLOA and ESOA Committees; serves on Campus Planning Council and on College Assessment Committee and ensures campus assessment progress. Collaborates with other Campus Assessment Coordinators and the Director of Institutional Research to assist faculty and staff with the design, analysis and report of collegewide SLOA/ESOA plans/results.</td>
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