

## EDUCATIONAL SUPPORT OUTCOMES ASSESSMENT (Approved April 3, 2017)

### Overview

Educational Support Outcomes Assessment (ESOA) is a process for the assessment of service delivery to students, faculty, and staff for the purpose of accountability and improvement. Each Vice President of a matrix area determines how service units are defined for the purposes of ESOA.

The College Mission Statement includes the following goals which drive the ESOA process:

- Personal enrichment programs and events will support lifelong learning in the community.
- The College will provide an inclusive environment that promotes equity and respect for diversity.
- Programs, activities, and services will cultivate student learning and success.
- Public and private resources and partnerships will be expanded and utilized to support student success.

The Vice President of his/her respective matrix area, the Vice Presidents and Campus Directors, and the Director of Planning and Institutional Effectiveness are responsible for oversight of the ESOA component of the Institutional Effectiveness Structure. Leadership and staff of each service unit are responsible for development and coordination of ESOA, with support from the Collegewide Assessment Committee (CWAC) and the ESOA Committee. The Vice President of his/her respective division or matrix area gives final approval on all assessment plans, reports, and improvement actions.

### Guidelines:

1. Each designated service unit has a mission statement that is linked to the College Mission Statement.
2. Each service unit creates a list of intended outcomes.
  - a. Minimum of 3, maximum of 6 intended outcomes (IOs) per service unit
    - i. IOs are assessed on a one-, two-, or three-year rotation.
    - ii. At least two IOs are assessed each year.
  - b. Each IO is assessed using two distinct measures.
  - c. Each IO addresses the College Mission Statement
3. Assessment results are used to improve service delivery, in which case, changes may be made to improve policies, processes, etc.
4. Collegewide ESOA Committee Responsibilities
  - a. Review and provide feedback on ESOA plans and reports
  - b. Review and provide feedback on improvement actions
  - c. Ensure consistency in unit assessment procedures and structure

## 2020 ESOA Process Overview

Significant improvements were made to the ESOA process effective January 2018. The changes were implemented as a result of a comprehensive review of current practices and Collegewide alignment. President's Council approved the following recommendations:

- **Implement a calendar year assessment structure.** More closely aligns the timing of assessment, planning, and budgeting.
- **Implement a Collegewide (CW) assessment process.** Using a centralized review and approval process ensures consistent collegewide assessment practices and produces comparable results with less duplication of efforts. It also ensures that results are not reviewed in isolation and improvement actions are implemented CW, when appropriate.
  - **Create Collegewide ESOA Committee.** The ESOA committee works in conjunction with CWAC to review and approve assessment plans and improvement actions for all of the ESOA service units.