Administrative Support Planning FAQ/Template guide

2014

Updated 11/20/2013

This packet answers to FAQ's about the ASP process and a guide to complete the ASPT

IEA
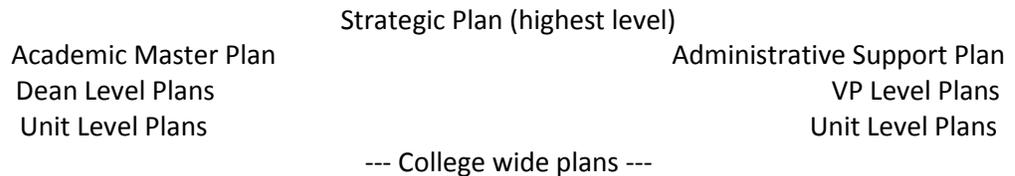Office of Institutional
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FAQ

➢ **Why are we doing this?**
- The new ASP process is the parallel process to the Academic Master Plan (AMP) process.
- The college's change in planning now includes broadly:

Strategic Plan (highest level)

Academic Master Plan	Administrative Support Plan
Dean Level Plans	VP Level Plans
Unit Level Plans	Unit Level Plans

--- College wide plans ---

More details and the planning process can be found at this link:
(http://www.austincc.edu/oiepub/planning/ACC%20ASP%20Planning%20Model%20Draft.pdf?)

➢ **What happened to the SSR?**
- The college wide assessment process (SSR) did not go away. We are required by SACS to show **unit level assessment** for all areas of the college.
- All of the administrative units fall under SACS 3.3.1.2.
    - In order to comply with SACS standards, we must continue to do assessment. However we took the initiative to embed our SACS assessment criteria into the ASP template.
    - This will allow each unit to complete the necessary college wide planning and the required assessment in the same process.

➢ **How will this help my unit?**
- The ASP will support planning for the unit and will include data to assist in decision making processes.
    - This is a focus of the college and the emphasis on "Data-Driven Decisions".

➢ **What happens if I don't do this?**
- Each unit which does not complete the ASP process will be noted.
    - The SACS requirements are embedded in the ASP template. An annual report of college wide assessment and SACS compliance is created each year. This report and the list of non-compliant units are submitted to the SACS office. Units which do not participate in this process may cause future challenges in complying with SACS standards.

➢ **I have so much to do, when is this "really" due and what happens if I don't get it done?**
- Due date – Most of this was due December 15, 2013. We are working with units on case by case basis in reviewing and editing their reports to both improve them, but also teach the new terminology and process.
- Accountability – All of this work supports our SACS compliance, so anything that does not help us show 100% participation in the process may negatively affect future SACS compliance.

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➢ **What is different from the old planning process?**
  - The old Master Plan process was designed a bit differently and utilized an online database system. The biggest change for the new ASP is that this year it is in an Excel spreadsheet form. The process is still fairly the same.
  - You will supply "Objectives" (improvements), that formerly were called "initiatives" to support the unit's continuous improvement efforts.
  - This is still the philosophy, but the change is that we are embedding the analysis of data into the process.

➢ **I cannot type in the Excel file it won't' let me?**
  - Typically this is because the "enable editing" has not been engaged on the top pop-up bar just under the toolbars and at top of the table.

➢ **I don't have anything in my table, what is broken?**
  - If you are missing information in one of the tables, then you missed putting data into one of the previous tables that feed through the spreadsheet. This will be one clue that something is wrong with the data entry.
  - The template is designed to feed from the front tables to the back
    - TAB 1B →1C→2A.
    - The other table series is from TAB3A-Table 3.1→ TAB3-Table 3.3→ to TAB4-Table4.1.
  - If something is missing from the latter table, look at the table that feeds into it.

➢ **I don't understand the template, what do I do and put where?**
  - See the template guide.

➢ **What do I do with my SSR or MIP information; can I just disregard the information and start new?**
  - Well that answer to this is "No".
    - If the unit already has completed SSR reports or MIP plans, the information is both valid and relevant, but that does not mean the unit cannot change things.
    - If the unit already has improvements being implemented and tracked within SSR, it is important that we have these reported in the new report.
    - IF the unit is stopping or changing improvements, we ask that you explain that in TAB4B Question 4.2.
      - This allows ACC to report to SACS that we have continuous improvements, and that we review the results of implementing those improvements, and provide a rationale for modifying or replacing those improvements.
    - What we don't want is a unit to simply add new objectives (improvements) and not discuss what was going on in previous reports and improvements. SACS standards require a full cycle in which improvements are developed and implemented, and where the results of the improvements are analyzed and used to make new plans or decisions.

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➤ **What are a Unit Level Goal/ Outcome/ Measure?**
- This is the newest area that we are working on. These goals, outcomes, and measures are at the **Unit Level**, which many units have not used previously.
- In the SSR process so far, we have focused on improvements (objectives), and measures tied to those improvements. Now we need to add the unit-level outcomes to our process.
  - SACS standards focus on "unit level" assessment and review. Ideally, the objectives (improvements) implemented by the unit will positively impact the unit level goals, outcomes, and measures.

➤ **What is an Objective, and why can't I use this in my Unit Level Outcome?**
- Objectives (improvements) are the plans or initiatives which you want to undertake to make a change in some function of the unit. Results of improvements will directly or indirectly contribute to the unit level outcomes.
- We have started using a new term "Objectives", which replaces the old term "improvements".
- A Unit Level Outcome may or may not change from year to year.
  - Typically if they are broad enough and tie back to the mission well, they would not change unless the unit's mission or goals change.

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Template Guide:

 Information with this symbol are the SACS criteria which we have embedded in the template.

- TAB – 1A ***NEW SECTION*** UNIT LEVEL **MISSION**/GOALS/OUTCOMES/MEASURES
    - o This is basic information that will support the ASP report. All questions are required; this is narrative explanation or justifications.

- TAB – 1A-2 ***NEW SECTION***
    - o This is specific to Distance Learning (DL). This TAB is part of the SACS embedded questions.
        - ▪ *SACS wants to know how services that you provide in the face to face environment compare to those which may be offered to DL students. The goal is to ensure that both have comparable standards of service.*
    - o Even if the unit answers NO to 1.4 it is important that the rest of the questions be addressed in some form. Other questions on this TAB1A-2 pertain to the unit plan and development

- TAB – 1B ***NEW SECTION*** UNIT LEVEL MISSION/**GOALS**/OUTCOMES/MEASURES
    - o This TAB will populate into other tables of the workbook.
    - o The Unit goals should be mapped to any of the "Intended Outcomes" of Board Policy A-1. You may have a goal that maps to several and that is okay, but each Goal must map to at least 1 outcome.
        - ▪ *These intended outcomes in Board Policy A-1 are what we measure with the college wide snapshot.*
    - o Unit Goals
        - ▪ Broad goals of the unit.
        - ▪ Goal statements specify the processes or activities that enable the unit to fulfill its mission

- TAB – 1C ***NEW SECTION***UNIT LEVEL MISSION/GOALS/**OUTCOMES**/MEASURES
    - o This TAB is where you will determine the "NEW" unit level outcomes and measures. These have not been collected before. In the SSR, units collected data on the "improvements" that were being done. SACS is interested in Unit Level Assessment, so unit level outcomes are the newest element that we need to implement.
    - o Unit Outcomes
        - ▪ Specific and measurable outcomes of the unit that demonstrate the effectiveness of the unit. Outcomes describe the intended results of the unit's efforts in terms of its stakeholders and their behavior.
        - ▪ *These may not change year to year unless the mission and goals drastically change.*
    - o Unit Measures
        - ▪ Measures , baseline data, targets, and current data are associated with unit outcomes (**NUMERIC data)**
        - ▪ You may have up to 2 measures for a specific outcome.
    - o Information from this Table pre-populates future tables in this workbook.

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- TAB – 1D
  - This TAB is where we are interested in gathering general or broad information on the unit's resources.
  - This TAB is specific for the Planning elements of unit and will support the development of the college wide ASP

- TAB – 2A
  - This TAB will primarily be used ONLY during the "intensive review" years. Information in this table is one of the SACS criteria which we have embedded.
  - This information will come from the SWOT and other environmental scanning and data collection that is completed to support the planning and review of the unit.

- TAB – 2B
  - This tab is the collection and assessment of the Unit Level Measures, not the objective (improvement) level measures.
    - NOTE: the Unit Measures from TAB1C will pre-populate column C.
    - We are looking for updated **NUMERIC** Baseline/ Current/ Target data.
      - Data from this table will pre-populate tables further in this workbook.
  - We will need this information for each of the rows which is pre-populated with Unit Measures.

- TAB – 3A - OBJECTIVES (improvements) - MEASURES/ BASELINE/ TARGET/ RATIONALE/ RESPONSIBLE PERSON
  - This table is where you will put your objectives (improvements) and related data that you have been tracking
  - **Some of this may be in previous SSR reports or MIP**.
    - If you have an MIP, you must incorporate the MIP improvements into the ASP template, which means the MIP will no longer be a separate reporting tool.
  - **OBJECTIVES** (improvements) - Improvements to address identified challenges or opportunities for the unit and which will support the unit Goals, Outcomes, Measures.
    - Measures, baseline data, targets, and current data are associated with objectives (improvements).
  - **MEASURES** – How do you determine that the objective (improvement) has affected what it should? What data will you collect to measure your progress implementing the improvement?
    - This is not where the analysis is completed, that is TAB 4.
  - **BASELINE** (*numeric*) – This is the data point of where the unit is on a specific measure. If you believe you may not have a baseline, and then look at the reason as to why you selected the improvement.
    - What data pointed you to select that objective (improvement)?
  - **TARGET** (*numeric*) – This is the target of where you want to be.
    - Would you like to see a percentage growth (for example, 5%) in a particular measure, or an increase of a specific amount (for example, 10 additional people served, or 10 additional training sessions conducted)?
  - **RATIONALE** – this is the area that would have come previously from the SWOT information. We are looking for "Why are we doing this"

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- o **RESPONSIBLE PERSON** – This is an important component of SACS compliance, which has been noted by recent SACS review teams.
  - ▪ "Who is responsible for getting this done?" This name may be the unit leader or someone specific to the objective (improvement).
- TAB – 3B
  - o This table is where you enter the more detailed elements of the improvement.
  - o This table will support the Unit planning and SACS assessment.
    - ▪ This is the "activities/ tasks" to be undertaken to make the improvement happen
  - o Timeline element
  - o **Don't forget questions 3.4 / 3.5 below table**
    - ▪ This is where you will supply narrative if needed for assorted resources.
  - o This table will pre-populate the far RIGHT column. For each of these rows, you should have some key strategy (activity/ task) which will be done.
  - o The table allows up to 3 activities per each objective.
  - o Definitions –
    - ▪ Specific activities or action steps to accomplish the objectives (improvements).
    - ▪ Key strategies describe the procedures required to implement the improvements. Some strategies may require new resources (e.g., staff, facilities, equipment/ technology, etc.).
- TAB – 4A
  - o This table is where you will supply the analysis comparing progress made from last year to this year.
    - ▪ *NOTE: If you do not seen any narrative in columns C and D as well as numbers in E and G, then something was not completed correctly in table 3.1 on TAB 3A.*
  - o On this table, the ONLY updates needed are the "*current*" data (**numeric**).
- TAB – 4B
  - o Don't forget questions 4.3 / 4.4 / 4.5 below table,
  - o This is where you explain
    - ▪ how,
    - ▪ why
    - ▪ when
    - ▪ Any other descriptions of what happened with the Objectives (improvements) and how and why those support and tie back to the Unit level Outcomes.
  - o This narrative analysis is the element that ties the Objective (improvements) back to the Unit level outcome.