AUSTIN COMMUNITY COLLEGE

Support Services Review

Annual Report

2012

This is the Austin Community College annual Support Service Review report.

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Executive Summary

The Support Services Review (SSR) is a representative, responsive form of assessment, and self-evaluation to ensure continuous quality improvement and the enhancement of Austin Community College's administrative, and student support services units.

The goal of the SSR is to provide service providers and their recipients the opportunity for honest and open reflection on efficiency of a unit's work processes and the quality of its outcomes. Each unit engaging in the SSR process is expected to develop a quality improvement plan that specifies the measurable improvements intended to be made over a five-year period.

The SSR with the embedded Quality Improvement Plan (QIP) is a common framework to provide ACC service unit staff and stakeholders the opportunity for collective and purposeful reflection to clarify and improve services and outcomes in their service units.

The SSR program divides functional units at the director level or higher into a five-year cycle. The SSR was implemented in AY11 with approximately 20 percent of the units engaging in the process annually. By year five of the SSR implementation (AY15) we will have 100percent of all units performing some type of assessment annually and reporting on such.

This report contains details of the SSR program and processes for AY11 and AY12 as well as the annual review of the program's efficiency.

SSR Cohort Summary

SSR AY11 Cohort
Cohort Units

Bridge - Supplemental Instruction

Child Care School Mgr

Distance Learning

Institutional Effectiveness and Accountability

IT Application Development

IT Support Svc

IT System Svc

Learning labs

Office for Students with Disabilities Special Populations

Procurement

Professional Development

Student Services Dean EVC

Student Services Dean SAC

Compliance Summary

SWOT

SWOTs complete on time	69.23%	Due date:	3/1/2011
SWOT completed	92.31%		

SSR Reports

SSR report submitted on time	53.85%	Due date:	6/1/2011
SSR report submitted	100.00%	As of	7/8/2011

SSR Review

Average SSR score	73.50%		
Reviewed by Executive	69.23%	As of	7/23/2012

SSR Annual Updates

year 2 update on time	46.15%	Due date:	3/1/2012
year 2 compliance	100.00%	As of	7/23/2012
year 3 update on time		Due date:	3/1/2013
year 3 compliance			
year 4 update on time		Due date:	3/1/2014
year 4 compliance			
year 5 update on time		Due date:	3/1/2015
year 5 compliance			

SSR AY12 Cohort
Cohort Units

ACCNet

Accounting

Admissions and Records

Articulation and Transfer

Building and Grounds

College Access Programs

Customized Training (Corp)

Dean, Mathematics and Science

Instructional and Computing Technology

Institutional Records

Internal Audit

Student Assistance

Student Services Dean PIN

Student Services Dean RVS

Workforce Dev Ctr Dir

Compliance summary

SWOT

SWOTs completed on time	66.67%	Due date -	3/1/2012
SWOT completed	100.00%	**As of**	6/19/2012

SSR Reports

SSR report submitted on time	60.00%	Due date -	6/1/2012
SSR report compliance	100.00%	**As of**	**7/10/2012**

SSR Reviews

Reviewed by Executive	6.67%	Due date -	9/1/2012

SSR Annual Updates

year 2 update on time		Due date -	3/1/2013
year 2 completed			
year 3 update on time		Due date -	3/1/2014
year 3 completed			

year 4 update on time

     year 4 completed

year 5 update on time

     year 5 completed

Due date -   3/1/2015

Due date -   3/1/2016

SSR Administrative Summary

Administrative Details		AY11	AY12
Total Units		13	15
Average Support Service Review Report Score		73.50%	
Unit participation in orientation (%)		100%	66.67%
SWOT reports returned to units on time (14 days)	Days	46.15%	13.33%
Average time to provide SWOT reports to units (days)	Days	18	47

Significant successes and challenges during the AY12 SSR cycle included:

- New form templates created allowed for an easier submission process and standardizing of the evaluations.

- General training and directions were provided to review teams to improve inter-rater reliability rates.

- Longer turn-around time on SWOT reports delayed some in writing their SSR reports and QIP.

- Units participating in SSR process continue to have challenges staying within the timeline and submission/ review deadlines.

- In response to SACS

o We have implemented enhancements to the review process to strengthen Quality Improvement Plans. This is being done through re-aligning and modifying the current report rubric and evaluation tool.

o In the future All reports and Annual Updates will be required to complete the review process and meet benchmarks

o Unites scheduled for participation in the SST in AY13 – AY15 are required to develop a "Mini improvement plan" for 2012-2013. Units will be required to provide updates on these Mini Improvement Plans in 2013 and forward until unit is engaged in full SSR cycle of review.

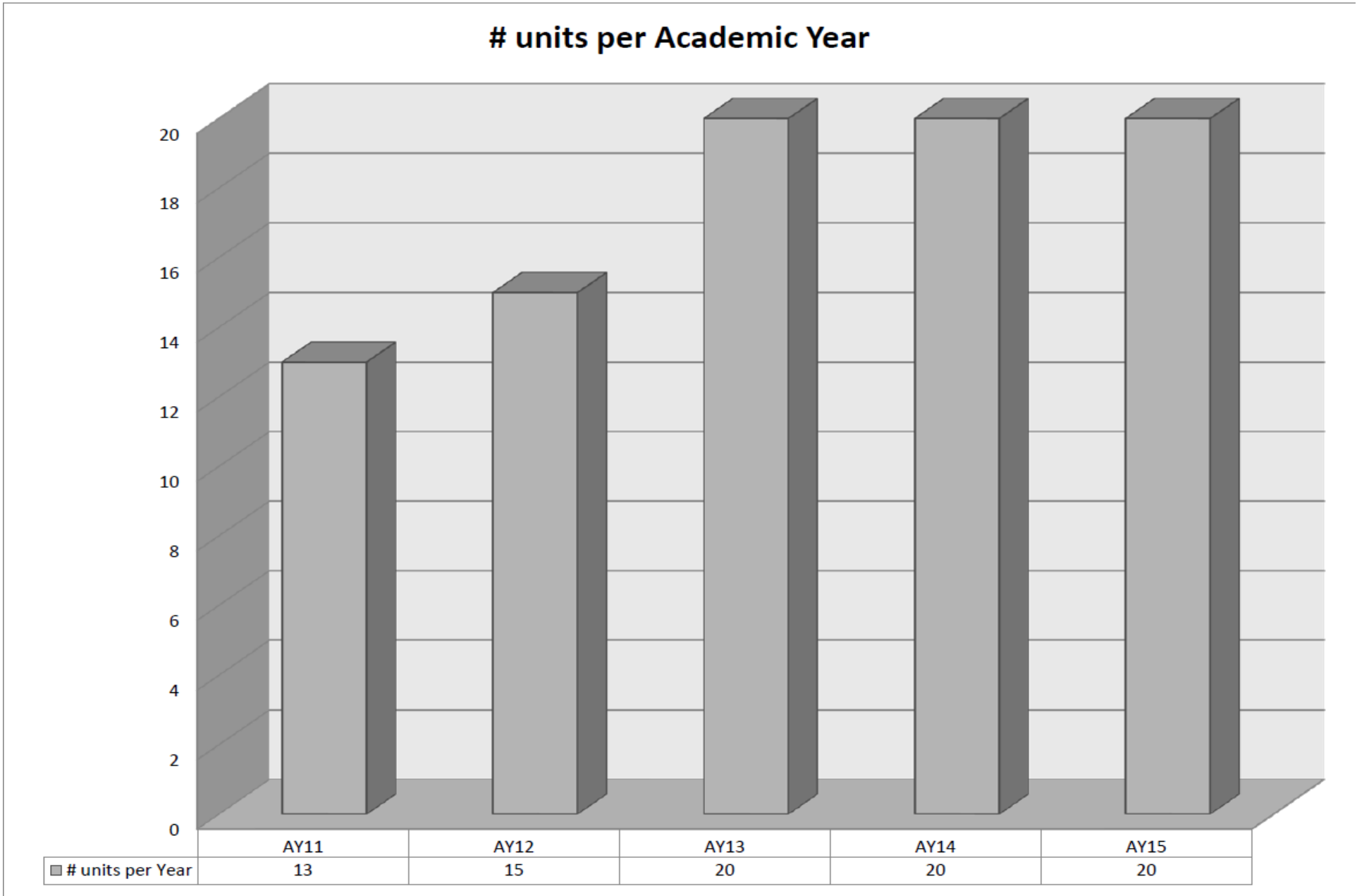# APPENDICIES

Appendix 1
**SSR 5 Year Rotation**

Support Services Review Rotation Calendar

	AY11	AY12	AY13	AY14	AY15
President					
	Institutional Effectiveness and Accountability	Internal Audit	Center for Community based non-profit	Alumni	Govt Relations
			Center for Public Policy	External Affairs	President
					Public Info college marketing
EVP / Provost					
	Dean, Arts, and Humanities	Articulation and Transfer	Adult Basic Ed	Dean Social and Behavioral Sciences	Exec Dean Health Science
		College Access Programs	Child Care School Mgr	Dean, Applied Tech, Multi-Media, Pub Svc	Bus Operations
		Customized Training (Corp)		Dean, Business Studies	CE, Associate Dean
		Dean, Mathematics and Science		Dean, Computer studies and Adv Tech	Community Programs
		Workforce Dev Ctr Dir		Testing Center (CE)	Dean, Communications
				The Teaching and Learning Center	
EVP Finance / Admin					
	Procurement	Accounting	EH&S	Facilities and Construction	Payroll
	Professional Development	Building and Grounds	Benefits	Finance & Budget	Records
			Compensation	Restricted Accts	
			Employment Svcs		
			International Programs		
			Student Accounts		
EVP College Operations					
	Bridge - Supp Instruction	ACCNet	African Am Cultural Ctr	Campus Mgt CYP	Community Outreach
	Distance Learning	Admissions and Records	Campus Mgt NRG	Campus Mgt EVC	Campus Mgt HBC- CE
	IT App Development Dir	Institutional Records	Campus Mgt RRC	Campus Mgt PIN	Campus Mgt RGC
	IT Support Svc	Instructional and Computing Technology	Early College Start	Campus Mgt RVS	Campus Mgt SAC
	IT System Svc	Student Assistance	Enroll Mgt / Mobile GO/ Recruitment/ Advising	College Connection	Centers
	Learning labs.	Student Services Dean PIN	Instructional Development Services	El Centro-	IT Security Officer
	OSD - Special Populations	Student Services Dean RVS	Men of Distinction	Grants	Student Life
	Student Services Dean EVC		Student Services Dean CYP	ISS	
	Student Services Dean SAC		Student Services Dean NRG	Library	
			Student Services Dean RGC	P-16	
			Student Services Dean RRC	Police	
			Veterans Affairs		

Units per Year

units per Academic Year

# units per Year	AY11	AY12	AY13	AY14	AY15
	13	15	20	20	20

Units per Executive Division

Units by Executive Vice President Division
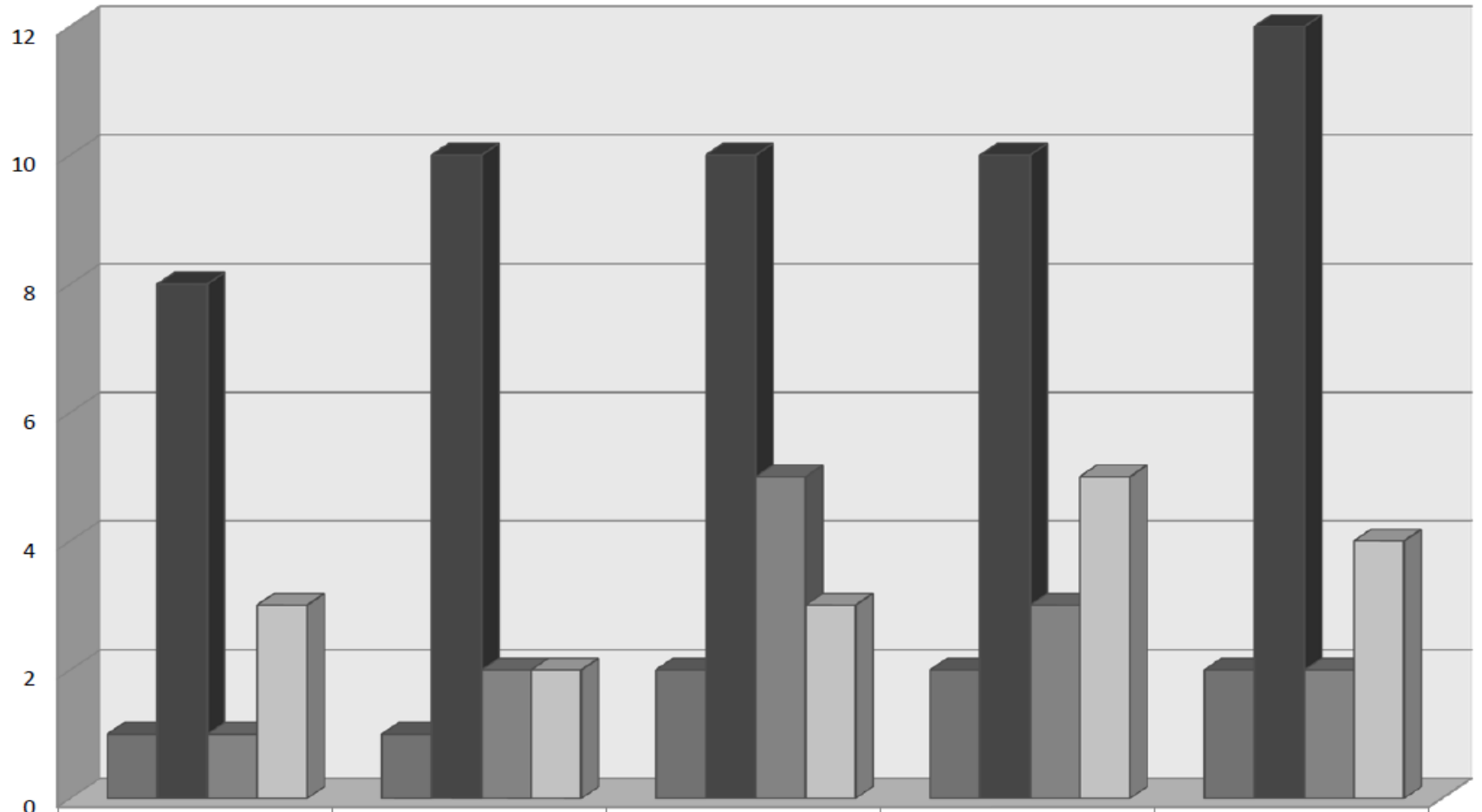
	AY11	AY12	AY13	AY14	AY15
■ President	1	1	2	2	2
■ EVP Provost	8	10	10	10	12
■ EVP F&A	1	2	5	3	2
□ EVP Ops	3	2	3	5	4

SSR AY13 Timeline

The annual timeline is designed to allow enough structure to ensure the process is completed in a timely manner, but enough flexibility to allow service units to easily meld the review into daily operations and processing.

Support Services Review Timeline

WHEN	WHO	WHAT
October	Administrative Unit Review Leaders & OIEA Staff	SSR orientation meeting
October - March	Administrative Unit Review Leaders	Unit prepares data AND conducts SWOT • Data must be submitted to participants and facilitator 2-3 weeks prior
November - March	Administrative Unit Review Leaders	Begin Writing Support Services Review Report (can be completed anytime after SWOT)
March – May	Administrative Unit Review Leaders	Develop/Refine Support Services Review Report
March 15 (before spring break)	Administrative Unit Review Leaders	ALL SWOTs to be completed SWOT results due to OIEA
May 1	Administrative Unit Review Leaders	Support Services Review Report due to OIEA
May 1 – July 1	Support Services Review Subcommittee	Review Support Services Review Reports / Annual Updates • provide feedback to units
June - August	Administrative Unit Review Leaders	Revise Support Services Reports / Annual Updates
July – August 31	ALL Administrative Unit Review Leaders	Present findings to appropriate leaders and stakeholders AND return sign off to OIEA
September - January	Administrative Unit Review Leaders	Implement Supervisor Approved Quality Improvement Plans and/or Request Funding through the Master Planning Process
March 1 Successive Years	Administrative Units	Submit Quality Improvement Plan UPDATES

Appendix 2 - SSR Improvement Plan Samples AY 11 Cohort

Institutional Effectiveness and Accountability

Strengths:
- Have qualified staff
- Have good diversity (knowledge and skills) of staff
- Produce quality products

Weaknesses:
- Some staff have levels of unwillingness/inability to change or cooperate
- Not enough planning and prioritization of projects
- Have too many projects/requests and not enough time/staff

Opportunities:
- Changes in college priorities may help OIEA's work due to the following:
  - SACS reaffirmation
  - Change in college leadership (president and provost)
- New processes and tools may improve OIEA's products and make them available more easily and faster

Threats:
- OIEA experiences unrealistic expectations from requestors and stakeholders
  - Too many bosses
  - Last minute requests
  - Conflicting priorities
  - Increasing demands for services and data
- Compliance reporting is increasing and changing rapidly
  - THECB
  - Texas Legislature
  - SACSCOC
  - Gainful Employment regulations

Improvement	Measure	Baseline	Target	Current
Automate Data Requests via Enhancement of TIPS	1. Number of users of TIPS 2. Number of reports available on TIPS	1. 9 2. 12	1. 50% increase over 5 years 2. Increase over previous year	1. 98 2. 17
Standardize Data Request Process	1. Number of requests by exception	1. 8	1. Less than or equal to 25%	1. 40%
Cross-Train OIEA Staff	1. Percent of positions with a backup	1. 30%	1. 75%	1. 60%
Educate Users	1. Number of workshops	1. 7	1. Increase over previous year	1. 9

Appendix 3 - SSR Improvement Plan Samples AY12 Cohort

Instructional and Computing Technology
Strengths
- great customer service;
- knowledgeable, friendly, diverse staff;
- flexibility;
- good communication/relationship

Weaknesses
- budgetary issues
- planning
- professional development
- faculty outreach.

Opportunities
- planning
- technology management
- training
- professional development
- outreach & P.R.

Threats
- funding
- planning
- Staff issues
- technology

Improvement	Measure	Baseline	Target	Current
High Tech Happy Hours	Survey of awareness; follow up on service use; contacts	To be recorded at Convocation	15% improvement annually	22,000 contacts annually
Send more staff to conferences	Percent of tech staff attending professional training or conferences and reporting.	22-25%	33-50%	22-25%
Director's Notes Podcast	Survey of staff awareness of budget, planning and goals	To be taken at next all ICT.	50% or better improvement	N/A

Dean, Mathematics and Science
SWOT
Strengths
- Faculty
- Administrative Assistant Support

Weaknesses
- Advising

- Facilities
- Procedure canceling classes
- Technology

Opportunities
- Facilities
- Advising
- Technology

Threats
- Unrealistic Expectations
- Regulation
- Class Cancellation Processes

Improvement	Measure	Baseline	Target	Current
Fewer supplemental pay checks needed to correct errors	Percent of faculty for which a supplemental paycheck is required to correct an error.	n/a	Less than 5% each semester in 95% of all semesters	n/a

Articulation and Transfer

Strengths
- Staff is knowledgeable, helpful and communicates well
- Transfer events are organized and scheduled at different locations available to students
- Articulation agreements are updated and maintained

Weaknesses
- Student communication
- Low student attendance at some events
- Articulation agreements' deficiencies and/or lack of planning for articulation

Opportunities
- Market events to students in a more creative, aggressive and expansive way
- Diversify and expand articulation efforts - agreements need to be more comprehensive and specific to degree programs/majors
- Improve communication between students and transfer schools, and between ACC and transfer schools

Threats
- Funding and budget
- Regulation and policy changes at universities, state and federal level

Improvement	Measure	Baseline	Target	Current
Raise awareness of	Number of presentations	1 presentation	2 presentations per	1 presentation

articulation process	made	per year	year	per year
Create process for developing agreements	Number of requests to create articulation agreement	2 requests per year	6 requests per year	4 requests per year
Website expansion and enhancement	Number of articulation process web pages	1 articulation process web page	4 new web pages	None
Increase collected transfer data	Number of data reports received	5 reports	10 reports	4 reports
Develop reverse transfer process	Number of schools for which a reverse transfer process is in place	2 schools	Increase over previous year	2 schools

Appendix 4 - Cohort tracking details
SSR AY11 (as of 6/1/2012)

Function		SWOT (due 3/1)	SSR Report received (due 6/1)	SSR review Score	Dean/AVP Review (due 9/1)	Year 2 UPDATE (due 3/1)
Institutional Effectiveness and Accountability	Soon Merz	2/2/2011	6/2/2011	77.77%	3/1/2012	3/1/2012
Dean, Arts, and Humanities	Lyman Grant	N/A	7/8/2011	97.22%	none	none
Procurement	Anthony Owens	2/9/2011	5/26/2011	77.77%	none	3/29/2012
Professional Development	Vacant	11/11/2010	1/12/2011	77.77%	8/30/2011	none
Learning labs.	James Nelson	2/8/2011	6/8/2011	97.22%	8/30/2011	3/1/2012
Bridge - Supp Instruction	Mary Gilmer	11/5/2010	5/3/2011	77.77%	none	3/1/2012
OSD - Special Populations	Steven Christopher	2/28/2011	6/8/2011	91.66%	none	3/1/2012
SS Deans EVC	Dorado Kinney	12/3/2010	6/1/2011	50.00%	8/30/2011	3/6/2012
SS Deans SAC	Yolanda Chapa	2/11/2011	5/24/2011	52.77%	8/30/2011	2/22/2012
Distance Learning	Robert Bermea	2/23/2011	4/20/2011	63.88%	none	3/21/2012
IT App Development Dir	Andrew Christie	3/3/2011	6/13/2011	66.66%	none	5/24/2012
IT Support Svc	Theresa Harkins	3/3/2011	6/13/2011	66.66%	none	5/24/2012
IT System Svc	Rick Saylor	3/3/2011	6/13/2011	66.66%	none	5/24/2012

SSR AY12 (as of 6/1/2012)

Function		SWOT (due 3/1)	SSR Report received (due 6/1)
Internal Audit	Imad Mouchayleh	*Strat Plan*	*6/19/2012*
Articulation and Transfer	MaryJane McReynolds	2/22/2012	6/1/2012
Customized Training (Corp)	Kathy Walton	2/29/2012	5/9/2012
Workforce Dev Ctr Dir	Nancy Laudenslager	2/28/2012	6/1/2012
Dean, Mathematics and Science	David Fonkin	2/10/2012	5/31/2012
College Access Programs	Stephanie Hawley	2/13/2012	6/1/2012
Building and Grounds	Dean W Johnson	*3/29/2012*	*6/22/2012*
Accounting	Anabel Sanchez	*3/6/2012*	6/1/2012
Admissions and Records	Linda Kluck	*3/2/2012*	
Student Assistance	Terry Bazan	2/3/2012	5/31/2012
SS Deans PIN	George Reyes	2/29/2012	*6/19/2012*
SS Deans RVS	Virginia Fraire	3/1/2012	*6/26/2012*
Instructional and Computing Technology	Herb Coleman	1/23/2012	6/1/2012
ACCNet	Gary Weseman	*5/16/2012*	*6/19/2012*
Institutional Records	Mary Ann Bridges	2/14/2012	4/2/2012

Appendix 5 - SSR Process and details

The Principles of Support Services Review:

- Comprises one component of ACC's institutional effectiveness and accountability processes;
- Are an integral part of ACC's ongoing assessment, planning, and Master Planning processes;
- Should not be burdensome to review team members or to staff and administrators;
- Requires integrity for critical reflection, accurate assessment, and genuine follow-through;

The SSR process is intended to answer the following fundamental questions in each of the college's service units.

Five Fundamental Questions

1. What are the primary services or outcomes provided by the support service area and what is the impact of those services and outcomes on students and other key stakeholders?

2. What are the strengths, weaknesses, opportunities, and threats present that enhance or hinder the unit's ability to provide those services and meet expected outcomes during the next three years?

3. Using the answers to the first two questions, what improvements to primary services and/or intended outcomes will occur during the next three years?

4. How will the unit measure the extent to which planned improvements have resulted in better service or intended outcomes for students or other key stakeholders?

5. How will the planned improvements align with and contribute to the Mission and Intended Outcomes of Austin Community College?

The SSR process also supports compliance with the Southern Association of Colleges and Schools (SACS) accreditation of Austin Community College.

SACS comprehensive standard 3.3.1

> 3.3.1 The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results in each of the following areas (Institutional Effectiveness):
>
> > 3.3.1.2 Administrative support services
> >
> > 3.3.1.3 Academic and Student support service

SSR Rotation

As a starting point, administrative and student support service offices that are, at or above, the level of Director in current ACC organization charts should be prepared to participate in the SSR process.

Because some ACC support service units at the Director level have too few staff or perform narrow functions, they may be combined into larger functional planning units. When this is the case, the SSR and QIP should include a description of the planning unit in view of current organizational structures and the rationale for 'rolling up' smaller services units into larger functional planning units.

Not all support service units will perform the SSR in the same fiscal year. Support Service Review and QIP will be performed on a five-year cycle, with the written SSR and QIP being completed in the first year with four annual follow-ups to ensure that service units are on target to achieve planned improvements or, if necessary, to revise the QIP.

Approximately one-fifth of ACC's administrative and student support service units will be doing SSR in a given year. College leaders will prioritize and determine the order in which their service units do SSR. If you have any question about your service unit's SSR, ask your next level supervisor.

Unit Review Leaders (URL) and Review Team

The appropriate administrative unit head will designate a unit review leader. In most cases, the charge to perform SSR will come from the leadership above the support service unit as shown in ACC organization charts. Often the EVP, VP, or AVP will designate the unit review leader to be responsible to see that the SSR and annual follow-ups are completed in a timely manner.

In accordance with ACC Policy C-5 Open Communication and Shared Governance and Administrative Rule 3.05.005 Shared Governance Process, the unit review leader will appoint a review team comprised of support service unit staff, key personnel, and outside stakeholders to bring a broad range of perspectives and expertise to complete the Support Service Review and to implement the improvement plan.

Staff members who perform the essential functions of the unit have first-hand knowledge and experience vital to plans for improved services and, in all likelihood, will be charged with carrying out and assessing the improvement plan.

Vice Presidents should be included in early planning to allow for realistic appraisal of the resources available for proposed improvements and to smooth the reporting and presentation phase toward the end of the SSR process.

Other Key personnel on the review team should include administrators and staff from other administrative areas that depend on services that your service unit provides or on whose services your unit depends.

Outside stakeholders should be included to represent the interests of those we serve or, perhaps, provide us services. For example, student support service's stakeholders may include school district personnel, people who perform similar functions at other institutions, current or prospective students and their parents. Administrative support service's stakeholders may include important vendors, contractors, officers of agencies that ACC reports to, or community leaders.

Support Service Review Report

Each unit will write a Support Service Review Report (SSR/QIP) to document the steps of the SSR process thus far. The following recalls certain of the Five Fundamental Questions and outlines things to include in the SSRS.

1. What are the primary services or outcomes provided by the support service area and what is the impact of those services and outcomes on students and other key stakeholders?

    a. Identify the customers that your unit serves

    b. Identify the services or products you provide your customers

    c. Identify the impact or benefit of your services and product for your customers

2. What are the strengths, weaknesses, opportunities, and threats present that enhance or hinder   the unit's ability to provide those services and meet expected outcomes during the next three years?

    a. Conduct a facilitated SWOT analysis to identify service unit <u>S</u>trengths, <u>W</u>eaknesses, <u>O</u>pportunities, and <u>T</u>hreats that enhance or hinder your ability to perform your services for your customers. Contact OIEA to schedule for a SWOT facilitator

    b. Explain how the results of the SWOT analysis are incorporated into your plans for improvement

*3. Using the answers to the first two questions, what improvements to primary services and/or intended outcomes will occur during the next five years?

   a) Review your answer to Questions 1 and 2 to identify improvements to your services and products that will benefit your customers

   b) How have you incorporated SWOT results into your planned improvement

   c) Focus on the five most important areas for improvement

*4. How will the unit measure the extent to which planned improvements have resulted in better service or intended outcomes for students or other key stakeholders?

   a) Identify existing baseline data related to the services and outcomes of your unit

   b) If such data are not available, identify means to assess the extent improvements have resulted in better services and outcomes

   c) Set realistic benchmarks for improvement that can be updated at least annually

   d) Identify what is to be assessed, when assessment will occur, and how assessment results will be tracked over time

5. How will the planned improvements align with and contribute to the mission and intended outcomes of Austin Community College?

   a) Show how improvements align with and contribute the ACC's mission to promote student success and improve communities by providing affordable access to higher education and workforce training

Write a Five-Year Quality Improvement Plan (QIP)

Write a five-year Quality Improvement Plan that documents planned improvements and their assessment. The following recalls the remaining Fundamental Questions and outlines things to include in the QIP.

* Questions 3 and 4 are components of the QIP embedded in the SSR report

Years 2 through 5 of the SSR review Cycle

The Quality Improvement Plans must be updated with assessment data and reports on status and future changes or modifications. If the original QIP's have been completed, the administrative unit will also update the SSR report and select new Quality Improvement Plans for the duration of the 5-year cycle.

Review / Evaluation of Support Services Review Reports and Quality Improvement Plans

- SSR/QIP will be submitted for review and evaluation to the Support Services Review Subcommittee;

- The committee will use a standard rubric to evaluate the completeness in answering the Five Fundamental Questions;

- SSR/QIP will be submitted for review and approval by service area leadership before implementation;

- SSR/QIP may be subject to review and comment by larger organizational units such as cluster groups to align and prioritize planning, Master Planning, and budgeting;

The SSR/QIP will be submitted to the Office of Institutional Effectiveness and Accountability to be reviewed and kept to establish compliance with accountability and accreditation standards.

Rubrics

SSR reports

Unit Name Report:

Evaluation Date

Monday, July 23, 2012

Instructions:	1) Click only 1 checkbox on each row 2) When completed, SAVE file and send back to dohanlon@austincc.edu			
	Does not meet requirements	Meets requirements	Exceeds requirements	Comments
1. What are the primary services or outcomes provided by the support service area and what is the impact of those services and outcomes on students and other key stakeholders?				
place an "☑" in appropriate box				
(Alignment with college mission / intended outcomes) The SSR Report / QIP clearly describes the primary services or outcomes of the unit.	☐	☐	☐	
(Alignment with college mission / intended outcomes) The SSR Report / QIP clearly describes the impact of its primary services or outcomes on students or stakeholders.	☐	☐	☐	
2. What are the strengths, weaknesses, opportunities, and threats present that enhance or hinder the unit's ability to provide those primary services and me the expected outcomes during the next five years?				
place an "☑" in appropriate box				
(Evidence-based evaluation) - Internal The SWOT analysis clearly describes the STRENGTHS and WEAKNESSES of the unit and how these affect the provision of services.	☐	☐	☐	
(Evidence-based evaluation) - External The SWOT analysis clearly describes the OPPORTUNITIES and THREATS of the unit and how these affect the	☐	☐	☐	

provision of services.				
3. Using the answers to the first two questions, what improvements to the primary services and/ or intended outcomes will occur during the next five years?				
place an "☑" in appropriate box				
(Continuous improvement) The SSR Report / QIP clearly describes an improvement to be undertaken by the unit and the actions needed to implement that improvement.	☐	☐	☐	
(Accountability) The unit has sufficient control over the improvements to implement them effectively	☐	☐	☐	
(Accountability) The QIP improvements address the primary services or outcomes of the support service unit.	☐	☐	☐	
(Relevance) The QIP improvements address specific issues reported in the SWOT analysis.	☐	☐	☐	
(Alignment with college mission / intended outcomes) The SSR Report / QIP clearly describes how students or stakeholders will be affected by the planned improvement.	☐	☐	☐	
(Accountability) The SSR Report / QIP indicates who will be responsible for implementing, monitoring, and updating improvements.	☐	☐	☐	
4. How will the unit measure the extent to which planned improvements have resulted in better services or intended outcomes for students or other key stakeholders?				
place an "☑" in appropriate box				
(Measurable outcomes) The SSR Report / QIP includes measurable indicators, which are specific and appropriate, to evaluate the impact of the improvement(s) on services or outcomes for students or stakeholders.	☐	☐	☐	

(Measurable outcomes) The SSR Report / QIP includes baseline data for proposed improvements.	☐	☐	☐	
(Continuous improvement process) The SSR Report / QIP provides a clear description of the process by which the results of the QIP will be reviewed annually.	☐	☐	☐	

5. How will the planned improvements align with and contribute to the Mission and Intended outcomes of ACC?

place an "☑" in appropriate box

(Alignment with college mission / intended outcomes) The SSR Report clearly demonstrates alignment of the QIP with the mission and/ or intended outcomes of the college.	☐	☐	☐	
(Alignment with college mission / intended outcomes; Distance learning.) If the students or stakeholders served by the unit include distance learning students, the SSR Report / QIP clearly describes how distance learning students will be affected by the planned improvement(s)..	☐	☐	☐	

General Comments:

SSR Annual updates

Unit Name Report:

Evaluation Date

Monday, July 23, 2012

Instructions:	1) Click only 1 checkbox on each row 2) When completed, SAVE file and send back to dohanlon@austincc.edu			
	Does not meet requirements	Meets requirements	Exceeds requirements	Comments
1. How did the unit measure the extent to which planned improvements resulted in better services or outcomes for students or other key stakeholders?				
(Evidence-based evaluation) The SSR/QIP Update includes recently gathered data relevant to the specific, measurable indicator, and compares it to previously reported baseline data.	☐	☐	☐	
(Accountability) The SSR/QIP Update provides a clear description of the annual process by which the results of the QIP were reviewed and who participated in the review.	☐	☐	☐	
2. To what degree was the unit successful in implementing its planned improvement?				
(Continuous improvement) The SSR/QIP Update clearly describes the extent to which the unit achieved its improvement, and how services and outcomes have been affected.	☐	☐	☐	
(Alignment with college mission/intended outcomes) The SSR/QIP	☐	☐	☐	

Update clearly describes the impact of progress toward achieving the improvement on the college mission and intended outcomes.				
3. What actions are presented to continue implementing the planned improvement in the coming year?				
(Continuous improvement) The SSR/QIP Update clearly describes the actions needed to implement the planned improvement in the next year.	☐	☐	☐	
(Accountability) The SSR/QIP indicates who will be responsible for implementing, monitoring, and updating improvements in the next year.	☐	☐	☐	
(Evidence-based evaluation, Continuous improvement) For modifications made to the SSR Report/QIP, the SSR/QIP Update provides sufficient explanation of (a) the data and review that form the basis for the modifications, and (b) the process used to adopt the modifications.	☐	☐	☐	
General Comments:				

Appendix 6 - SSR Data resources

Support Services Review Overview

Support Services Review Five Year Rotation

- SSR Units per year

- SSR units by EVP and Year

Support Services Review Reports

- 2010-2011

  Annual Review and Report 2011

- 2011-2012

Supporting Materials

- Support Services Review Orientation

- Support Services Review Timeline

- Support Services Report Form (MS 97-03)

- Support Service Review Annual Update Form (MS 97-03)

- Support Services Review Evaluation Rubric

- Strengths, Weaknesses, Opportunities, & Threats (SWOT) Analysis