

# Support Services Review Template

Unit Name: ACCTech

Rebecca

Robinson-

Unit Review Leader: Francis

Today's Date: 12/17/2013

## 1 Unit Description

*Share information about your unit for other people such as, general public, deans, VP's, support staff, and the greater Austin community. This is an opportunity to promote your unit, share information to ground requests for resources and funding, promote collaboration and inform and recruit students. Once this information is pulled together, units will update this on a yearly basis.*

### 1.1 What is your Mission?

(What is the purpose of the unit? What do you do?)

The mission of the ACCTech Department is to create and maintain a rigorous and robust Early College Start program to deliver workforce classes to Career and Technology high school students via an articulated credit program.

#### 1.1.1 How does the mission of the unit support the mission of the college?

ACCTech supports the mission of the college to provide affordable access for workforce training and is a key component of a sustainable Early College Start program.

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1.2 Please tell us who you serve.

(Faculty, staff, external partners, distance learning, students, etc.)

ACCTech maintains articulation agreements between 25 ACC Workforce Departments and 61 area high school students.

1.3 What services or products does the unit provide?

ACCTech provides college credit in workforce areas for high school career and technology courses via articulation agreements.

1.3.1 What is the impact of your unit's activities on students or other key stakeholders?

ACCTech provides free college credit for workforce classes for high school students who enroll in Austin Community College after high school graduation.

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1.3.2 What are your unit's goals and what A-1 initiatives are they mapped to?

## Board Policy A-1 Intended Outcomes

### Student Success Initiatives

- SSI1 Increase persistence (term-to-term & fall to fall)
- SSI2 Complete developmental and adult education course progression to credit courses
- SSI3 Increase completion of all attempted courses with a "C" or better
- SSI4 Increase degree/certificate graduates and transfer rates
- SSI5 Increase success equity across all racial/ethnic/gender/income groups

### Institutional Effectiveness

- IE1 Balanced instructional offerings among the College's mission elements;
- IE2 A teaching and learning environment that encourages students to be active, life-long learners;
- IE3 Accessible and affordable post-secondary and higher education programs and services for all who qualify and have the ability to benefit;
- IE4 Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the local populations of our Service Area;
- IE5 Job placement from career workforce programs into family-wage careers;
- IE6 Efficiently administered programs and services that create an institution that is a good place to work, learn, and otherwise experience the higher-education process.

Goal #	Unit Goal (description)	Board Policy A-1										
		SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6
	<b>Example goal:</b> Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.											
UG1	Promote the ACCTech credit-in-escrow program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG5		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- this table will link to other areas in this report
- If you need more space than this table allows, contact OIEA for a separate form.

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## 1.3.2 What are Unit Outcomes and Unit Measures?

► Each unit may have up to 2 separate measures to support each Unit Outcome

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
	<b>Example goal:</b> Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.		<b>Example outcome:</b> Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making .		<b>Example measure:</b> Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.
UG1	Promote the ACCTech credit-in-escrow program.	UO1.1	Sustain a system for students to easily transition to postsecondary education including program information, counseling, and college credit (as applicable) with minimum difficulty	UM1.1.1	Measure number of students collecting credit.
				UM1.1.2	Measure the number of agreements with area school districts.
		UO1.2		UM1.2.1	
				UM1.2.2	
		UO1.3		UM1.3.1	
				UM1.3.2	
		UO1.4		UM1.4.1	
				UM1.4.2	
		UO1.5		UM1.5.1	
				UM1.5.2	
UG2	0	UO2.1		UM2.1.1	
				UM2.1.2	
		UO2.2		UM2.2.1	
				UM2.2.2	
		UO2.3		UM2.3.1	
				UM2.3.2	
		UO2.4		UM2.4.1	
				UM2.4.2	
		UO2.5		UM2.5.1	
				UM2.5.2	

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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
UG3	0	U03.1		UM3.1.1	
				UM3.1.2	
		U03.2		UM3.2.1	
				UM3.2.2	
		U03.3		UM3.3.1	
				UM3.3.2	
		U03.4		UM3.4.1	
				UM3.4.2	
		U03.5		UM3.5.1	
				UM3.5.2	
UG4	0	U04.1		UM4.1.1	
				UM4.1.2	
		U04.2		UM4.2.1	
				UM4.2.2	
		U04.3		UM4.3.1	
				UM4.3.2	
		U04.4		UM4.4.1	
				UM4.4.2	
		U04.5		UM4.5.1	
				UM4.5.2	
UG5	0	U05.1		UM5.1.1	
				UM5.1.2	
		U05.2		UM5.2.1	
				UM5.2.2	
		U05.3		UM5.3.1	
				UM5.3.2	
		U05.4		UM5.4.1	
				UM5.4.2	
		U05.5		UM5.5.1	
				UM5.5.2	

- this table will link to other areas in this report
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## 2.5.2 Unit Outcomes Assessment

Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
	<b>Example unit measure:</b> <i>Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.</i>					
UM1.1.1	<i>Measure number of students collecting credit.</i>	3577.00	3577.00	3612.00	0.99	U01.1
UM1.1.2	<i>Measure the number of agreements with area school districts.</i>	21.00	21.00	22.00	0.95	U01.1
UM1.2.1	0				#DIV/0!	U01.2
UM1.2.2	0				#DIV/0!	U01.2
UM1.3.1	0				#DIV/0!	U01.3
UM1.3.2	0				#DIV/0!	U01.3
UM1.4.1	0				#DIV/0!	U01.4
UM1.4.2	0				#DIV/0!	U01.4
UM1.5.1	0				#DIV/0!	U01.5
UM1.5.2					#DIV/0!	U01.5
UM2.1.1	0				#DIV/0!	U02.1
UM2.1.2					#DIV/0!	U02.1
UM2.2.1						U02.2
UM2.2.2						U02.2
UM2.3.1						U02.3
UM2.3.2						U02.3
UM2.4.1						U02.4
UM2.4.2						U02.4
UM2.5.1						U02.5
UM2.5.2						U02.5
UM3.1.1	0					U03.1
UM3.1.2	0					U03.1
UM3.2.1	0					U03.2
UM3.2.2	0					U03.2
UM3.3.1	0					U03.3
UM3.3.2						U03.3
UM3.4.1						U03.4
UM3.4.2						U03.4

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Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
UM3.5.1						U03.5
UM3.5.2						U03.5
UM4.1.1						U04.1
UM4.1.2						U04.1
UM4.2.1						U04.2
UM4.2.2						U04.2
UM4.3.1						U04.3
UM4.3.2						U04.3
UM4.4.1						U04.4
UM4.4.2						U04.4
UM4.5.1						U04.5
UM4.5.2						U04.5
UM5.1.1						U05.1
UM5.1.2						U05.1
UM5.2.1						U05.2
UM5.2.2						U05.2
UM5.3.1						U05.3
UM5.3.2						U05.3
UM5.4.1						U05.4
UM5.4.2						U05.4
UM5.5.1	0					U05.5
UM5.5.2	0					U05.5

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<b>Measure #</b> <small>(linked from 1.3.2)</small>	<b>Unit Measure (description)</b> <small>(linked from 1.3.2)</small>	<b>Unit Baseline data</b> <small>(for the unit measure)</small>	<b>Unit Current Data</b> <small>(for the unit measure)</small>	<b>Unit Target data</b> <small>(for the unit measure)</small>	<b>Unit Current Status</b> <small>(% of target data)</small>	<b>Outcome #</b> <small>(linked from 1.3.2)</small>
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2.5.3 If you have qualitative data that cannot be entered in data table above, please describe them

N/A



# Support Services Review Template

## 3 Improvement Plan

Outline your unit's objectives (improvements) based on the challenges and opportunities you determined in the analysis section (Part 2). Include a list of the objectives (improvements) you propose and measures for success.

3.1 Unit Objectives (improvements), Measures, Challenges or opportunities

(data linked to table 4)

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
	<i>Example: Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.</i>	<i>Example: Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.</i>			<i>Example: Review of activity accessing TIPS indicated that most TIPS users were OIEA staff; need to expand use of TIPS to more staff and faculty.</i>			
OB1.1	Host bi-annual ACCTech articulation workshops in each program area.	Measure articulation workshops offered.	12.00	10-12 (50% of articulated program areas each year)	Possibly move to having more workshops available via web-ex as well as in person. Teachers have indicated that they prefer both.	P-16 Coordinator	UO1.1	Sustain a system for students to easily transition to postsecondary education including program information, counseling, and college credit (as applicable) with minimum difficulty
OB1.2	Develop presentation for Middle School counselors.	Measure presentations to districts.	Presented to AISD counselors.	Expand by 2 districts per year.	Need to make contact with the appropriate person at each district. CCCP Executive Director made connections in AISD.	P-16 Coordinator	UO1.2	0
OB1.3	Expand CATEMA new teacher presentations.	Measure presentations to districts.	Presented to AISD & RRISD New teachers.	Expand by 2 districts per year.	Need to make contact with the appropriate person at each district. CCCP Executive Director at AISD and CTE Director in RRISD made contacts. It is possible that demand will exceed ability of only staff member to present at all trainings.	P-16 Coordinator	UO1.3	0
OB1.4	Expand summer articulation related professional development offerings for high school teachers.	Measure workshops offered.	7.00	10-12 (50% of articulated program areas each year)	Funding for ACC faculty to provide this service outside of their contracts will be needed.	P-16 Coordinator	UO1.4	0

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<b>Objective #</b>	<b>Objectives (Improvements)</b>	<b>Objective Measure</b>	<b>Objective Baseline data</b>	<b>Objective Target data</b>	<b>Opportunity or challenges identified</b>	<b>Responsible person</b>	<b>Related Unit Outcome #</b>	<b>Related Unit Outcome</b>
OB1.5	Improve timeliness of credit award.	Identify date by which all students have been awarded credit for each semester.	By end of semester.	Within 1 month of beginning of semester.	Need hourly staff dedicated to credit review to complete this in a timely manner. This year we had issues with other areas changing records in Datatel that affected our reports and delayed summer credit award until October.	Hourly staff	UO1.5	0
OB2.1							UO2.1	0
OB2.2							UO2.2	0
OB2.3							UO2.3	
OB2.4							UO2.4	
OB2.5							UO2.5	
OB3.1							UO3.1	0
OB3.2							UO3.2	0
OB3.3							UO3.3	0
OB3.4							UO3.4	
OB3.5							UO3.5	
OB4.1							UO4.1	
OB4.2							UO4.2	
OB4.3							UO4.3	
OB4.4							UO4.4	
OB4.5							UO4.5	
OB5.1							UO5.1	0
OB5.2							UO5.2	0
OB5.3							UO5.3	0
OB5.4							UO5.4	0
OB5.5							UO5.5	0

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Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
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3.2 Does the unit have sufficient control over the objectives (improvements) and key strategies to implement them effectively?

YES  NO

3.2.1 If not, please describe your unit plans to successfully implement this objective (improvement).

We are working with our VP to identify funds to pay the ACC instructors to provide the articulation workshops in the summer. We are also hiring hourly staff to work on data verification to speed the credit award process.

# Support Services Review Template

## 3.3 Objectives and Key Strategies with Timeline and Costs

➤ (NO more than 3 strategies for each objective (improvement))

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
Example	OIEA staff will develop content for a new TIPS training workshop.	Year 1					\$ 100	OB1.1	
Example	OIEA staff will create a short video that will be posted on the website demonstrating how to use TIPS.	Year 2					\$ 1,500	OB1.1	
Example	OIEA staff will offer at least one new workshop through Professional Development Office.	Year 3					\$ 20,000	OB1.1	
OKS1.1.1	ACCTech will offer fall articulation workshops in 10-12 program areas per year.	Year 1-3					\$ -	OB1.1	Host bi-annual ACCTech articulation workshops in each program area.
OKS1.1.2	ACCTech will make articulation workshops available via Webex as appropriate.	Year 1-3			Production Assistance from WEB-EX administrator and IRT.	-			
OKS1.1.3									
OKS1.2.1	P-16 Coordinator will travel to schools to make presentations.	Year 1-3				Marketing materials, Mileage	\$ 5,200	OB1.2	Develop presentation for Middle School counselors.
OKS1.2.2									
OKS1.2.3									
OKS1.3.1	P-16 Coordinator will travel to schools to make presentations.	Year 1-3					\$ 250		

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS1.3.2	ACCTech will create a Webex presentation to make to all New teachers at one time.	Year 2			Production Assistance from WEB-EX administrator and IRT.		\$ -	OB1.3	Expand CATEMA new teacher presentations.
OKS1.3.3									
OKS1.4.1	ACCTech will develop summer workshops to support articulation agreements.						\$ 28,800	OB1.4	Expand summer articulation related professional development offerings for high school teachers.
OKS1.4.2	ACCTech will develop 1 online unit for summer professional development.				Production Assistance from WEB-EX administrator and IRT.	\$ 800			
OKS1.4.3									
OKS1.5.1	Hire staff to verify credit award.			Hourly assistance			\$ 10,213	OB1.5	Improve timeliness of credit award.
OKS1.5.2									
OKS1.5.3									
OKS2.1.1								OB2.1	
OKS2.1.2									
OKS2.1.3									
OKS2.2.1								OB2.2	
OKS2.2.2									
OKS2.2.3									
OKS2.3.1								OB2.3	
OKS2.3.2									
OKS2.3.3									
OKS2.4.1								OB2.4	
OKS2.4.2									
OKS2.4.3									
OKS2.5.1									

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OXS2.5.2								OB2.5	
OXS2.5.3									
OXS3.1.1								OB3.1	0
OXS3.1.2									
OXS3.1.3									
OXS3.2.1								OB3.2	
OXS3.2.2									
OXS3.2.3									
OXS3.3.1								OB3.3	
OXS3.3.2									
OXS3.3.3									
OXS3.4.1								OB3.4	
OXS3.4.2									
OXS3.4.3									
OXS3.5.1								OB3.5	
OXS3.5.2									
OXS3.5.3									
OXS4.1.1								OB4.1	
OXS4.1.2									
OXS4.1.3									
OXS4.2.1								OB4.2	
OXS4.2.2									
OXS4.2.3									
OXS4.3.1								OB4.3	
OXS4.3.2									
OXS4.3.3									
OXS4.4.1								OB4.4	
OXS4.4.2									
OXS4.4.3									
OXS4.5.1								OB4.5	
OXS4.5.2									
OXS4.5.3									
OXS5.1.1									

## Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS5.1.2								OB5.1	0
OKS5.1.3									
OKS5.2.1								OB5.2	
OKS5.2.2									
OKS5.2.3									
OKS5.3.1								OB5.3	
OKS5.3.2									
OKS5.3.3									
OKS5.4.1								OB5.4	
OKS5.4.2									
OKS5.4.3									
OKS5.5.1								OB5.5	0
OKS5.5.2									
OKS5.5.3									

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs <small>(details)</small>	Related Staffing Needs <small>(details)</small>	Related Equip/Tech Needs <small>(details)</small>	Other Related Needs <small>(details)</small>	Total costs	<i>Related Objective (Improvements)</i>	<i>Related Objectives (Improvements)</i>
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**3.4 Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).**

Each evaluation measure assesses an integral part of our program. Tracking the articulation workshops we offer each year ensures that we do not miss program areas for extended periods of time. Increasing our presentations to middle school counselors will open the gateway to middle school parents. It is critical that middle school counselors and the parents of 8th graders know about the ACCTech program because the students can start classes in their 9th grade year. We hope to increase awareness of the program and enrollments by promoting the program in middle schools. New Career and Technology teachers in each school district need instruction on how to use our Career and Technology Enrollment Management Application (CATEMA) so that they can create their classes and recommend their students for credit. This training was previously available at articulation workshops but now that workshops are every other year new teachers need interim instruction. We also no longer have the staff to both run a workshop and a computer lab for CATEMA instruction. Summer workshops are a critical component of the articulation process. They provide the high school instructors with enhanced skills needed to teach the courses and ensure curriculum alignment between ACC and the high schools. The credit award timeline has been seriously effected by the reduction in staff. This process slowed from being done within 1 month of the semester's beginning to 4 months this year.

**3.5 Describe the process used to evaluate the results of your improvements (objectives), and indicate who participated in the review.**

The process of evaluating the success of the improvements will be to gather the data indicated and compare it to the baseline data. The review will be conducted by the P-16 Coordinator, the P-16 Director, and the Executive Director of School Relations. The information will also be shared with the ACCTech advisory council for input and feedback.



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## 4 Evaluation and Reporting

Present the quantitative and qualitative information (data) you collected after implementing each proposed solution/strategy in your unit plan, and write a summary of results and analysis of future needs. This section is to be completed after your unit's objectives (improvements) have been implemented and data has been collected on the success of the improvements.

### 4.1 Evaluation of Implemented Objectives

(some data linked to table 3.1)

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
Example	Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.	Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.					UO1.1
OB1.1	Host bi-annual ACCTech articulation workshops in each program area.	Measure articulation workshops offered.	12.00	10.00	10-12 (50% of articulated program areas each year)	#VALUE!	UO1.1
OB1.2	Develop presentation for Middle School counselors.	Measure presentations to districts.	Presented to AISD counselors.	1.00	Expand by 2 districts per year.	#VALUE!	UO1.2
OB1.3	Expand CATEMA new teacher presentations.	Measure presentations to districts.	Presented to AISD & RRISD New teachers.	2.00	Expand by 2 districts per year.	#VALUE!	UO1.3
OB1.4	Expand summer articulation related professional development offerings for high school teachers.	Measure workshops offered.	7.00	0.00	10-12 (50% of articulated program areas each year)	#VALUE!	UO1.4
OB1.5	Improve timeliness of credit award.	Identify date by which all students have been awarded credit for each semester.	By end of semester.	In Progress	Within 1 month of beginning of semester.	#VALUE!	UO1.5
OB2.1						#VALUE!	UO2.1
OB2.2						#VALUE!	UO2.2

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<b>Objective #</b>	<b>Objectives (Improvements)</b>	<b>Objective Measure (conditions/ criteria)</b>	<b>Objective Baseline data</b>	<b>Objective Current data</b>	<b>Objective Target data</b>	<b>Current data (as % of target)</b>	<b>Related Unit Outcome</b>
OB2.3						#VALUE!	U02.3
OB2.4						#VALUE!	U02.4
OB2.5						#VALUE!	U02.5
OB3.1	0					#VALUE!	U03.1
OB3.2						#VALUE!	U03.2
OB3.3						#VALUE!	U04.3
OB3.4						#VALUE!	U03.4
OB3.5						#VALUE!	U03.5
OB4.1						#VALUE!	U04.1
OB4.2						#VALUE!	U04.2
OB4.3						#VALUE!	U04.3
OB4.4						#VALUE!	U04.4
OB4.5						#VALUE!	U04.5
OB5.1	0					#VALUE!	U05.1
OB5.2						#VALUE!	U05.2
OB5.3						#VALUE!	U05.3
OB5.4						#VALUE!	U05.4
OB5.5	0					#VALUE!	U05.5

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<b>Objective #</b>	<b>Objectives (Improvements)</b>	<b>Objective Measure (conditions/ criteria)</b>	<b>Objective Baseline data</b>	<b>Objective Current data</b>	<b>Objective Target data</b>	<b>Current data (as % of target)</b>	<b>Related Unit Outcome</b>
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4.2 Briefly summarize the degree to which the targets were met.

➤ *Note the key strategies or activities designed to implement the objectives (improvements)*

4.3 What impact did your implemented improvements (objectives) have on the unit's goals and outcomes?

## Support Services Review Template

<i>Objective #</i>	<i>Objectives (Improvements)</i>	<i>Objective Measure (conditions/ criteria)</i>	<i>Objective Baseline data</i>	<i>Objective Current data</i>	<i>Objective Target data</i>	<i>Current data (as % of target)</i>	<i>Related Unit Outcome</i>
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4.4 Briefly describe how the results of the improvements contributed to advancing the mission and goals of the college.