Support Services Review Template

Unit Name: Adult Education

Unit Review Leader: David Borden

Today's Date: 8/6/2014

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 Adult Education and Family Literacy Act created a partnership among the Federal Government, States, and localities to provide, on a voluntary basis, adult education and literacy services in order to:
(1) Assist adults to become literate and obtain the knowledge and skills necessary for employment and self-sufficiency;
(2) Assist adults who are parents to obtain the educational skills necessary to become full partners in the educational development of their children; and
(3) Assist adults (beyond the age of compulsory school attendance who function at less than a secondary completion level) in the completion of a secondary school education.
ADED has added a fourth item to its mission:
4) Ensure that all adult education students have fair and equitable access to higher education through student-centered support services and innovative academic programming

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

Adult Education fits into the College's Mission, item c: "Continuing adult education for academic, occupational, professional, and cultural enhancement.

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1.2   Please tell us who you serve.
        (Faculty, staff, external partners, distance learning, students, etc.)

We serve students who do not speak English as their first language and out of school adults functioning below the college level.

1.3   What services or products does the unit provide?

English as a Second Language, Adult Basic Education, GED prep, and college prep classes, counseling, and advising.

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

The impact of ADED's services is that adults will be able to move toward self sufficiency, better employment, and or post secondary enrollment. These outcomes are measured by the Federal and State government in the form of 21 quantifiable performance measures.

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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*
IE4 *Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the local*
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*

Goal #	Unit Goal (description)	Board Policy A-1										
	Example goal: *Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.*	SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6
UG1	Provide more access to computers to students in order to prepare them to take the GED 2014.		X					X		X		X
UG2	Provide more systematized technology training to instructors.		X					X		X		X
UG3												
UG4												
UG5												

➤ *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?

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
	Example goal: *Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.*		**Example outcome:** *Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making .*		**Example measure:** *Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*
UG1	*Provide more access to computers to students in order to prepare them to take the GED 2014.*	UO1.1	Offer classes at HLC in the Math Emporium in a computer mediated environment.	*UM1.1.1*	We currently have one room with 10 computers at HBC. We will measure the increased capacity at HLC.
				UM1.1.2	
		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	*Provide more systematized technology training to instructors.*	UO2.1	Faculty will be able to use the HLC Math Emporium.	*UM2.1.1*	Currently only one instructor uses the HBC lab. We will measure how many more instructors can use HLC.
				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	UO3.1		UM3.1.1	
				UM3.1.2	
		UO3.2		UM3.2.1	
				UM3.2.2	
		UO3.3		UM3.3.1	
				UM3.3.2	
		UO3.4		UM3.4.1	
				UM3.4.2	
		UO3.5		UM3.5.1	
				UM3.5.2	
UG4	0	UO4.1		UM4.1.1	
				UM4.1.2	
		UO4.2		UM4.2.1	
				UM4.2.2	
		UO4.3		UM4.3.1	
				UM4.3.2	
		UO4.4		UM4.4.1	
				UM4.4.2	
		UO4.5		UM4.5.1	
				UM4.5.2	
UG5	0	UO5.1		UM5.1.1	
				UM5.1.2	
		UO5.2		UM5.2.1	
				UM5.2.2	
		UO5.3		UM5.3.1	
				UM5.3.2	
		UO5.4		UM5.4.1	
				UM5.4.2	
		UO5.5		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)
	Example unit measure: *Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*					
UM1.1.1	*We currently have one room with 10 computers at HBC. We will measure the increased capacity at HLC.*	10.00	0.00	increase by 10%	500.00	UO1.1
UM1.1.2	*0*					UO1.1
UM1.2.1	*0*					UO1.2
UM1.2.2	*0*					UO1.2
UM1.3.1	*0*					UO1.3
UM1.3.2	*0*					UO1.3
UM1.4.1	*0*					UO1.4
UM1.4.2	*0*					UO1.4
UM1.5.1	*0*					UO1.5
UM1.5.2						UO1.5
UM2.1.1	*Currently only one instructor uses the HBC lab. We will measure how many more instructors can use HLC.*	1.00	0.00	increase by 10%	10.00	UO2.1
UM2.1.2						UO2.1
UM2.2.1						UO2.2
UM2.2.2						UO2.2
UM2.3.1						UO2.3
UM2.3.2						UO2.3
UM2.4.1						UO2.4
UM2.4.2						UO2.4
UM2.5.1						UO2.5
UM2.5.2						UO2.5
UM3.1.1						UO3.1
UM3.1.2						UO3.1
UM3.2.1						UO3.2
UM3.2.2						UO3.2
UM3.3.1						UO3.3

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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)
UM3.3.2						UO3.3
UM3.4.1						UO3.4
UM3.4.2						UO3.4
UM3.5.1						UO3.5
UM3.5.2						UO3.5
UM4.1.1						UO4.1
UM4.1.2						UO4.1
UM4.2.1						UO4.2
UM4.2.2						UO4.2
UM4.3.1						UO4.3
UM4.3.2						UO4.3
UM4.4.1						UO4.4
UM4.4.2						UO4.4
UM4.5.1						UO4.5
UM4.5.2						UO4.5
UM5.1.1						UO5.1
UM5.1.2						UO5.1
UM5.2.1						UO5.2
UM5.2.2						UO5.2
UM5.3.1						UO5.3
UM5.3.2						UO5.3
UM5.4.1						UO5.4
UM5.4.2						UO5.4
UM5.5.1	0					UO5.5
UM5.5.2	0					UO5.5

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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)

2.5.3   If you have qualitative data that cannot be entered in data table above, please describe them

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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
	Example: *Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.*	**Example:** *Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.*			**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.*			
OB1.1	Provide more access to computers to students in order to prepare them to take the new GED 2014. We will explore new partnerships and leverage old ones to get computers in front of students preparing for the examination.	We will measure the number of students and sites with reliable access to computer before we implement the goal and compare the number after one year, two years, and three years.	1.00	10.00	Strengths: Community partnerships Weaknesses: Technology implementation Opportunities: Expanding Technology, GED 2014 Threats: GED 2014	David Borden	UO1.1	Offer classes at HLC in the Math Emporium in a computer mediated environment.
OB1.2	Provide more systematized, technology training to instructors. We will develop a plan to prepare instructors to best exploit the Emporium lab and prepare students for the GED 2014. The plan will be executed fall of 2013.	We will be able to measure the effectiveness of the training by assessing student improvements in computer use on training software	0.00	5.00	Strengths: Program Design Weaknesses: Technology training for staff and faculty Opportunities: GED 2014 Threats: GED 2014	David Borden	UO1.2	0
OB1.3	Communicate better with partners about program changes and progress. We will establish regular method of communication through an email newsletter and a deposit of information on a partner centered webpage.	We will measure the effectiveness of our new commutations strategy using a survey at each semi-annual advisory council meeting.	0.00	increase over previous year	Strengths: Strong Community Partnerships Weaknesses: Communication Opportunities: Relationship with ACC Threats: Infrastructure	David Borden	UO1.3	
OB1.4							UO1.4	
OB1.5							UO1.5	
OB2.1							UO2.1	Faculty will be able to use the HLC Math Emporium.
OB2.2							UO2.2	
OB2.3							UO2.3	
OB2.4							UO2.4	

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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
OB2.5							UO2.5	
OB3.1							UO3.1	
OB3.2							UO3.2	
OB3.3							UO3.3	
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

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).

N/A

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3.3 Objectives and Key Strategies with Timeline and Costs

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								OB1.1	Provide more access to computers to students in order to prepare them to take the new GED 2014. We will explore new partnerships and leverage old ones to get computers in front of students preparing for the examination.
OKS1.1.2									
OKS1.1.3									
OKS1.2.1	We will develop a plan to prepare instructors to best exploit the Emporium lab and prepare students for the GED 2014								Provide more systematized, technology training to instructors. We will develop a

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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)*
OKS1.2.2								OB1.2	plan to prepare instructors to best exploit the Emporium lab and prepare students for the GED 2014. The plan will be executed fall of 2013.
OKS1.2.3									
OKS1.3.1	We will establish regular method of communication through an email newsletter and a deposit of information on a partner centered webpage.							OB1.3	Communicate better with partners about program changes and progress. We will establish regular method of communication through an email newsletter and a deposit of information on a partner centered webpage.
OKS1.3.2									
OKS1.3.3									
OKS1.4.1								OB1.4	0
OKS1.4.2									
OKS1.4.3									
OKS1.5.1								OB1.5	
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									

Last updated: 8/6/2014 11:18 AM

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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)*
OKS2.3.1									
OKS2.3.2								OB2.3	
OKS2.3.3									
OKS2.4.1									
OKS2.4.2								OB2.4	
OKS2.4.3									
OKS2.5.1									
OKS2.5.2								OB2.5	
OKS2.5.3									
OKS3.1.1									
OKS3.1.2								OB3.1	0
OKS3.1.3									
OKS3.2.1									
OKS3.2.2								OB3.2	
OKS3.2.3									
OKS3.3.1									
OKS3.3.2								OB3.3	
OKS3.3.3									
OKS3.4.1									
OKS3.4.2								OB3.4	
OKS3.4.3									
OKS3.5.1									
OKS3.5.2								OB3.5	
OKS3.5.3									
OKS4.1.1									
OKS4.1.2								OB4.1	
OKS4.1.3									
OKS4.2.1									
OKS4.2.2								OB4.2	
OKS4.2.3									
OKS4.3.1									
OKS4.3.2								OB4.3	
OKS4.3.3									
OKS4.4.1									
OKS4.4.2								OB4.4	
OKS4.4.3									

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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)
OKS4.5.1									
OKS4.5.2								OB4.5	
OKS4.5.3									
OKS5.1.1									
OKS5.1.2								OB5.1	0
OKS5.1.3									
OKS5.2.1									
OKS5.2.2								OB5.2	
OKS5.2.3									
OKS5.3.1									
OKS5.3.2								OB5.3	
OKS5.3.3									
OKS5.4.1									
OKS5.4.2								OB5.4	
OKS5.4.3									
OKS5.5.1									
OKS5.5.2								OB5.5	0
OKS5.5.3									

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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)*

3.4   Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).

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

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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	Provide more access to computers to students in order to prepare them to take the new GED 2014. We will explore new partnerships and leverage old ones to get computers in front of students preparing for the examination.	We will measure the number of students and sites with reliable access to computer before we implement the goal and compare the number after one year, two years, and three years.	1.00	0.00	10.00	0%	*UO1.1*
OB1.2	Provide more systematized, technology training to instructors. We will develop a plan to prepare instructors to best exploit the Emporium lab and prepare students for the GED 2014. The plan will be executed fall of 2013.	We will be able to measure the effectiveness of the training by assessing student improvements in computer use on training software	0.00	0.00	5.00	0%	*UO1.2*
OB1.3	Communicate better with partners about program changes and progress. We will establish regular method of communication through an email newsletter and a deposit of information on a partner centered webpage.	We will measure the effectiveness of our new commutations strategy using a survey at each semi-annual advisory council meeting.	0.00	0.00	increase over previous year	#VALUE!	*UO1.3*
OB1.4	0	0	0.00		0.00	#DIV/0!	*UO1.4*
OB1.5						#VALUE!	*UO1.5*
OB2.1						#VALUE!	*UO2.1*
OB2.2						#VALUE!	*UO2.2*
OB2.3						#VALUE!	*UO2.3*
OB2.4						#VALUE!	*UO2.4*
OB2.5						#VALUE!	*UO2.5*

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Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
OB3.1	0					#VALUE!	UO3.1
OB3.2						#VALUE!	UO3.2
OB3.3						#VALUE!	UO4.3
OB3.4						#VALUE!	UO3.4
OB3.5						#VALUE!	UO3.5
OB4.1						#VALUE!	UO4.1
OB4.2						#VALUE!	UO4.2
OB4.3						#VALUE!	UO4.3
OB4.4						#VALUE!	UO4.4
OB4.5						#VALUE!	UO4.5
OB5.1	0					#VALUE!	UO5.1
OB5.2						#VALUE!	UO5.2
OB5.3						#VALUE!	UO5.3
OB5.4						#VALUE!	UO5.4
OB5.5	0					#VALUE!	UO5.5

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Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome

4.2   Briefly summarize the degree to which the targets were met.
> *Note the key strategies or activities designed to implement the objectives (improvements)*

The ACC HLC complex and emporium have not opened so there has been no progress made at the time of this report.

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

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Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome

4.4 Briefly describe how the results of the improvements contributed to advancing the mission and goals of the college.