

# Non-instructional Support Services Review Template

Instructional Development  
Unit Name: \_\_\_\_\_  
Unit Review Leader: SMT  
Today's Date: 8/26/2014

## 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?)

To further the mission and student success goals of the college by providing quality instructional support for faculty and staff to:

1. Develop an evidence-based teaching and learning environment to reach diverse student populations.
2. Develop excellence in instruction through effective and innovative teaching practice
3. Use current and emerging instructional strategies and technologies to advance the campus-based and online student-centered classroom
4. Evaluate learning outcomes that are based on student needs
5. Participate in continuous improvement through culture of research, planning, engagement, and equity.

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

We support the college's mission by improving the learning environment for students in classroom and distance learning courses. We have provided support for ALL of the programs identified in the college's mission including:

- \* Vocational and technical programs
- \* Freshman- and sophomore-level academic courses
- \* Continuing adult education
- \* Special instructional programs and tutorial service
- \* Counseling and advising designed
- \* Technology, library, media, and testing services
- \* Contracted instruction programs

# Non-instructional Support Services Review Template

## 1.2 Please tell us who you serve.

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

While our primary clients are students (F2F and Online), our direct service is primarily to faculty. We have also served staff in the student services area with projects of instructional nature including the college's Online Orientation and the THECB mandated Pre-Assessment Activity.

## 1.3 What services or products does the unit provide?

(1) Instructional Design to include: Curriculum Development, Course Redesign, Competency-Based instruction, Assessment/Student Learning Outcomes, Distance Learning Course Design and Development. (2) Training and Workshops on Instructional Practices and Technologies. (3) Multimedia Design and Production.

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

A greater number of students are successful when they participate in activities, courses or programs that have had support from Instructional Development.

.....One example is the Criminal Justice Online courses which have the highest success rates of all distance learning programs at ACC. Our department funded the development of online courses for criminal justice through an innovation grant in 2001. Our staff provided training and worked with all of the Criminal Justice faculty to design their courses and program.

.....Another example is the Online Orientation which became one of the key elements of our Achieving the Dream Leader College Status award. Data show that students who complete the Online Orientation persist at greater rates than those that do not. In particular men of color have greater persistence when they complete the Online Orientation that we designed.

# Non-instructional Support Services Review Template

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	Provide quality instructional support to help faculty improve the learning environment for students.	X	X	X	X	X		X		X		
UG2												
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.

# Non-instructional Support Services Review Template

## 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	Provide quality instructional support to help faculty improve the learning environment for students.	UO1.1	Instructional Development will provide quality instructional support to faculty.	UM1.1.1	Measure the impact of services by reporting on project evaluation data.		
				UM1.1.2			
		UO1.2	Faculty will be aware of services provided by Instructional Development	UM1.2.1	Measure faculty awareness of Instructional Development services by reporting faculty responses to annual survey.		
				UM1.2.2			
				UM1.3.1			
		UO1.3		UM1.3.2			
				UM1.4.1			
		UO1.4		UM1.4.2			
				UM1.5.1			
		UO1.5		UM1.5.2			
				UM2.1.1			
		UG2	0	UO2.1		UM2.1.2	
						UM2.2.1	
				UO2.2		UM2.2.2	
						UM2.3.1	
UO2.3				UM2.3.2			
				UM2.4.1			
UO2.4				UM2.4.2			
				UM2.5.1			
UO2.5				UM2.5.2			

# Non-instructional Support Services Review Template

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

➤ If you need more space than this table allows, contact OIEA for a separate form.

# Non-instructional Support Services Review Template

## 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 the impact of services by reporting on project evaluation data.</i>	0.00	0.50	0.30	167%	UO1.1
UM1.1.2					#DIV/0!	UO1.1
UM1.2.1	<i>Measure faculty awareness of Instructional Development services by reporting faculty responses to annual survey.</i>	0.10	0.10	0.50	20%	UO1.2
UM1.2.2					#VALUE!	UO1.2
UM1.3.1	0				#VALUE!	UO1.3
UM1.3.2	0				#VALUE!	UO1.3
UM1.4.1	0				#VALUE!	UO1.4
UM1.4.2	0				#VALUE!	UO1.4
UM1.5.1	0				#VALUE!	UO1.5
UM1.5.2	0				#VALUE!	UO1.5
UM2.1.1	0				#VALUE!	UO2.1
UM2.1.2	0				#VALUE!	UO2.1
UM2.2.1	0				#VALUE!	UO2.2
UM2.2.2	0				#VALUE!	UO2.2
UM2.3.1	0				#VALUE!	UO2.3
UM2.3.2	0				#VALUE!	UO2.3
UM2.4.1	0				#VALUE!	UO2.4
UM2.4.2					#VALUE!	UO2.4
UM2.5.1					#VALUE!	UO2.5
UM2.5.2					#VALUE!	UO2.5
UM3.1.1					#VALUE!	UO3.1
UM3.1.2					#VALUE!	UO3.1
UM3.2.1					#VALUE!	UO3.2

# Non-instructional Support Services Review Template

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

# Non-instructional Support Services Review Template

<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

We are collecting data on current levels of awareness (December 2013) and will track changes (increase/decrease) in May 2014.



# Non-instructional 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	Develop and implement a revised evaluation process to gather information about the impact of projects supported by Instructional Development.	A new process to collect and report project evaluation data and impact on students/users.	5.00	20.00	Follow-up with faculty to ensure data is collected.	Susan Thomason & Teresa Moore	UO1.1	Instructional Development will provide quality instructional support to faculty.
OB1.2	Develop and implement a targeted information campaign about Instructional Development services to increase awareness.	Survey faculty to measure the levels of awareness of services.	0.00	50.00	Return of survey responses.	Susan Thomason & Nancy Holden	UO1.2	Faculty will be aware of services provided by Instructional Development
OB1.3							UO1.3	0
OB1.4							UO1.4	0
OB1.5							UO1.5	0
OB2.1							UO2.1	0
OB2.2							UO2.2	0
OB2.3							UO2.3	0
OB2.4							UO2.4	0
OB2.5							UO2.5	
OB3.1							UO3.1	0
OB3.2							UO3.2	0
OB3.3							UO3.3	0
OB3.4							UO3.4	0
OB3.5							UO3.5	
OB4.1							UO4.1	
OB4.2							UO4.2	
OB4.3							UO4.3	
OB4.4							UO4.4	

## Non-instructional Support Services Review Template

<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>
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

## Non-instructional Support Services Review Template

<i>Objective #</i>	<i>Objectives (Improvements)</i>	<i>Objective Measure</i>	<i>Objective Baseline data</i>	<i>Objective Target data</i>	<i>Opportunity or challenges identified</i>	<i>Responsible person</i>	<i>Related Unit Outcome #</i>	<i>Related Unit Outcome</i>
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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).

# Non-instructional 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	Project Profile Emails	2014 January	0	0	0	0	\$ -	OB1.1	Develop and implement a revised evaluation process to gather information about the impact of projects supported by Instructional Development.
OKS1.1.2	Information Sessions	2014 January	0	0	0	\$600 refreshments	\$ 600		
OKS1.1.3									
OKS1.2.1	Evaluation Plan	2014 March	0	9.5 hours/week for 36 weeks @ \$25/hr	0	0	\$ 8,550	OB1.2	Develop and implement a targeted information campaign about Instructional Development
OKS1.2.2	Evaluation Process	2014 March	0	9.5 hours/week for 36 weeks @ \$25/hr	0	0	\$ 8,550		

# Non-instructional 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)
OKS1.2.3									services to increase awareness.
OKS1.3.1								OB1.3	0
OKS1.3.2									
OKS1.3.3									
OKS1.4.1								OB1.4	
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									
OKS2.3.1								OB2.3	0
OKS2.3.2									
OKS2.3.3									
OKS2.4.1								OB2.4	
OKS2.4.2									
OKS2.4.3									
OKS2.5.1								OB2.5	
OKS2.5.2									
OKS2.5.3									
OKS3.1.1								OB3.1	0
OKS3.1.2									
OKS3.1.3									
OKS3.2.1								OB3.2	
OKS3.2.2									

# Non-instructional 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)
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								OB5.1	0
OXS5.1.2									
OXS5.1.3									
OXS5.2.1								OB5.2	
OXS5.2.2									
OXS5.2.3									
OXS5.3.1								OB5.3	
OXS5.3.2									

## Non-instructional 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)
OKS5.3.3									
OKS5.4.1								OB5.4	
OKS5.4.2									
OKS5.4.3									
OKS5.5.1								OB5.5	0
OKS5.5.2									
OKS5.5.3									

# Non-instructional Support Services Review Template

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).

1) If faculty are aware of our services and clearly understand what we do, they are more likely to (a) know when to call us for help, (b) use our services to help address their instructional needs. 2) By improving the process of data collection on the impact of projects on students, we can determine if the projects we support are successful, gauge their level of success and determine if the learning environment has been improved.

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

The results of our improvements will be evaluated by Instructional Development staff each summer semester.



# Non-instructional Support Services Review Template

## 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	Develop and implement a revised evaluation process to gather information about the impact of projects supported by Instructional Development.	A new process to collect and report project evaluation data and impact on students/users.	5.00	24.00	20.00	120%	UO1.1
OB1.2	Develop and implement a targeted information campaign about Instructional Development services to increase awareness.	Survey faculty to measure the levels of awareness of services.	0.00	57.00	50.00	114%	UO1.2
OB1.3	0	0	0.00		0.00	#DIV/0!	UO1.3
OB1.4						#VALUE!	UO1.4
OB1.5						#VALUE!	UO1.5
OB2.1	\					#VALUE!	UO2.1
OB2.2						#VALUE!	UO2.2
OB2.3	0					#VALUE!	UO2.3
OB2.4						#VALUE!	UO2.4
OB2.5						#VALUE!	UO2.5
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

## Non-instructional 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>
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

# Non-instructional Support Services Review Template

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

Instructional Development began writing and distributing project profiles in January of 2014 in order to increase awareness of our services. 43% of respondents to our project profile follow-up survey stated that they were already aware of our services prior to receiving and reviewing the project profile. 57% of respondents stated they were not aware of the services until after they reviewed the project profile. This means that an additional 57% of faculty are now aware of the services we provide to serve faculty. Also, within the project profile we highlighted 24 projects and noted the impact of each. Our project intake processes not include a method to include follow-up evaluation for projects. Targets for both objectives were exceeded.

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

Our goals for the year were met and impacted our work with increased requests for departmental and division-wide presentations. We have made presentation to faculty in the divisions under Dr. Hazel Ward, Dr. Gary Hampton, and Dr. Reed Peebles, and also to Administrative Assistants of instructional areas. We also made presentations to the Welding and Criminal Justice Departments. Faculty and support personnel with a better understanding of the work we do, will know when to contact us for assistance and support in course improvements.

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

The goals of Instrucitonal Development coincide with the goals of the college by incresing persistence and successful completion of courses. Faculty are able to provide improved resources, based on sound student learning outcomes and assessments that have been aligned to measure success. Data from sample projects shows that student success criteria (assignment scores, test scores, perception, etc) is positively impacted. Please SEE attached Project Profiles.