

# **Support Services Review Overview**

## **For Administrative and Student Support Services**

### **Introduction**

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. The primary aim of Support Services Review is to provide staff and stakeholders the opportunity for collective and purposeful reflection to clarify and refocus on the services and outcomes in their respective areas, as appropriate. Using a common framework, administrative and student support services staff identify vital services and intended outcomes and create a plan for achieving and continually improving those services and outcomes.

Support Services Review provides an opportunity to align support services up, down, and across organizational lines to more effectively achieve the Mission of the College.

The Support Services Review process is designed to:

- Provide valuable feedback from the users and key stakeholders (students, staff, faculty, external users, etc.) of College support services
- Support continuous quality improvement
- Assess the level of compliance with effectiveness standards of Austin Community College and the Southern Association of College and Schools – Commission on Colleges
- Document important accountability and accreditation compliance
- Replace the former Internal College Survey process with a more comprehensive planning and evaluation tool

The Principles of Support Services Review include the following:

- Support Services Review is one component of ACC's institutional effectiveness and accountability processes.
- Support Services Review is an integral part of ACC's ongoing assessment and Master Planning processes.
- Support Services Review includes a facilitated SWOT (Strengths, Weakness, Opportunities, and Threats) Analysis with participation from key stakeholders (students, staff, faculty, external users, etc.)
- Support Services Review should not be overly burdensome to review team members or to staff and administrators.
- Support Services Review requires integrity for critical reflection, accurate assessment, and genuine follow-through.

To facilitate a reflective and collaborative process for evaluating and improving the performance of administrative and support services units while keeping it simple and straightforward, the following five questions were developed to guide that process.

### **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 five years?
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?
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 products of the Support Services Review are:

- SWOT Analysis results
- A Quality Improvement Plan (QIP) to target improvement of services and intended outcomes
- A concise, written report responding to five fundamental questions that address the unit's primary services, strengths, weakness, opportunities, and threats that may enhance or hinder the unit's performance, planned improvements, measures to evaluate the success of the planned improvements, and the alignment of the planned improvements with the College's Mission