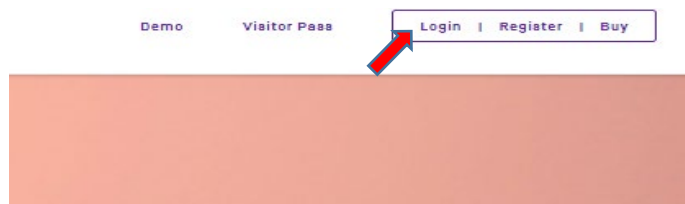
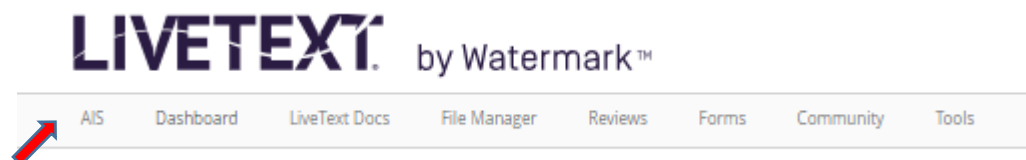


## Completing Administrative Unit Assessments in LiveText AIS

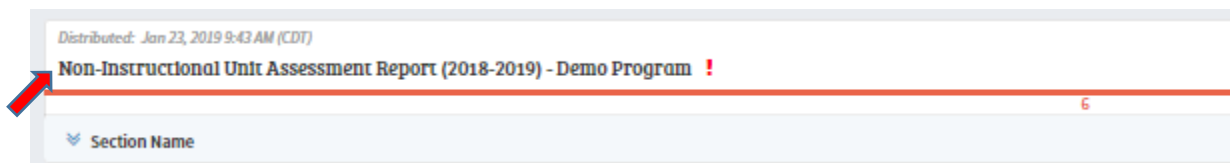
Go to the LiveText website ([www.LiveText.com](http://www.LiveText.com)) and click Login in the top, right hand corner.



Select AIS (Assessment Insight System) from options at the top of the page.



Open an assessment report by clicking the title.



There are eight sections (Tabs) of an assessment report. All fields of each Tab must be completed in order to submit an assessment report.



# TAB 1- DEPARTMENTAL INFORMATION

*Provide detailed information about the department.*

## Non-Instructional Unit Type

The unit type is used to categorize all Non-Instructional units based on their service area. The unit type should be reflected in the unit's mission and goals. Select the correct unit type from the drop-down. If you are uncertain of your unit type, review the Institutional Effectiveness manual for details.

Non-Instructional Unit Type

Academic and Student Support Services ▼

## Non-Instructional Division

Select the division to which the department reports.

Non-Instructional Division

Student Affairs ▼

## Department Name

Provide the official name of the department in this field. Any acronyms can be listed in parenthesis.

Department Name

Career Development Center

## Vice President

Include full title details of the Vice-President. Indicate interim status if applicable.

Vice President:

Dr. Joshua Robinson

## Number of Students

Enter the total number of students served for each semester.

Number of students served in the fall:

350

Number of students served in the spring:

328

Number of students served in the summer:

115

## TAB 2- MISSION AND GOALS

### Mission Statements

*The Institutional Mission is already provided. Complete this tab with approved departmental information.*

### Divisional Mission

Input the division's mission statement here. Verify it is the most recent mission statement.

Divisional Mission

The Division of Cultural Affairs endeavors to address and support the academic, social, and cultural needs of the non-American student body and to promote awareness and appreciation of all cultures.

### Unit Mission

Provide the unit's mission statement here. (*Reference the Institutional Effectiveness Manual for information on mission statement development if needed*)

Unit Mission

The HANA Center's Mission is to support the academic, social, and cultural needs of Hispanic, Asian, and Native American students. It also serves as an informational resource center regarding the Hispanic, Asian, and Native American experiences and promotes an appreciation of the diverse Hispanic, Asian, and Native American cultures represented with the University community.

### Goals

All goals should directly link to the unit's objectives and the departmental and University missions. It is expected that there will be more than three program goals; however, only list 3 goals for SACSCOC assessment purposes. (*Reference the Institutional Effectiveness Manual for information on goals development.*)

Goal #1

To promote awareness of Hispanic, Asian and Native American Cultures through programs and services.

Goal #2

To provide opportunities for student leadership development.

Goal #3

To facilitate recruitment of HANA students.

### Staff Involvement

**Describe the staff's involvement in developing the assessment plan. Include details of any related meetings, trainings and research.**

**Staff Involvement**

*Describe how staff were involved in the development of the assessment report and the continuous improvement of the program for the 2018-2019 assessment cycle.*

All staff aggregated data to help determine the unit's direction. We evaluated events, programs, recruiting strategies and support services to improve impact and value to both the university and students.

# TAB 3- OBJECTIVE #1

Use the instructions below to also complete Tab 5 - Objective #2 and Tab 7 - Objective #3. The information requested is the same in Tabs 3, 5 and 7.

## Goal Linkage and Strategic Plan References

Provide a number (1, 2, or 3) referencing one of the departmental goals from the Mission and Goals tab (Tab 2).

Goal Linkage to Objective #1:

## Linkage to Institutional Goals

Select an institutional goal from the drop down box that is line with both your goal and the objective.

Linkage to Institutional Goals

## \*Measure

ASU requires 2 measures for each objective for SACSCOC reporting. Measures are the means by which products of the unit's performance are evaluated in respect to the stated objectives. Choose the measure type from the drop-down box for each measure.

Measure #1

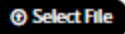
## \*Details for Measure

Provide a summary of the measure.

Details: Measure #1 for Objective #1

## \*Attachment

Attach measures for supporting documentation. Please do not attach any confidential information.

 Select File Maximum allowed file size is 1GB.

Attendance\_Report\_Format.docx (11.21KB) 

### **\*Describe the data collection plan**

Enter detailed information on how measures will be evaluated to determine if benchmarks have been met.

*Describe the data collection plan.*

Based on strategic plan, fully staff department to assist with students and programming.

### **\*Criteria for Success**

Set a realistic criterion. Use historical data, accrediting body standards, and market projections as references for setting criteria, if possible.

*Criteria for Success:*

Staff will have completed 4 professional development trainings, workshops or conferences with at least 2 of them directly related to customer service.

### **\*REPEAT INFORMATION FOR MEASURE #2**

# TAB 4- POST ASSESSMENT OBJECTIVE

Use the instructions below to also complete Tab 6 – Post Assessment Objective #2 and Tab 8 – Post Assessment Objective #3. The information requested is the same in Tabs 4, 6 and 8.

## \*Describe the data collected and data analysis

Provide a brief description on how data was collected and summarize the results from the data. List any interesting trends, comparisons to previous year’s data, comparisons to regional/national numbers, statistical factors, or more. As you analyze, seek to find ways to improve by aggregating data for different information.

*Describe the data collected and data analysis.*

Audited staff according to industry standards based upon the number of students at the university. Determined we needed 2 additional staff members to operate effectively and better serve the students, faculty and staff. Evaluated the staff at the time of reporting.

## \*Criteria for Success

Indicate whether criteria were met by selecting “yes” or “no”. “Yes” will be selected when results achieved match the criteria for success. “No” will be selected when results fall below the success criteria.

*Was the criteria for success met?*

- Yes
- No

## \*Action Plan

If criteria for success is not met, provide an action plan. Include all requested supporting information, to include a plan demonstrating how the unit will work collaboratively to improve the department, timelines and persons responsible for completing actions outlined.

*Action Plan for Measure #1*

*If the criteria for success was not met, provide a plan to demonstrate how the unit will work collaboratively to improve the program. Include timelines and persons responsible for completing actions outlined in the plan.*

## Use of Results

If there is an action plan generated, use this section to indicate improvements that will be made as a result of findings.



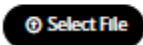
#### Use of Results

- Revised Service - Modified way service is offered, frequency of service, other aspect of service
- Revised Process - Change reporting forms, reporting process or tabulation process
- Implemented New Policy - Developed and Implemented new policy
- Implemented New Process - Developed and Implemented new processes
- Informed Budget - Requested fiscal or human resources
- Changed Assessment - Developed and Implemented new assessment method or modified current method
- Changed Criteria - Modified criteria for success
- Consultant/Contract Labor - Engaged a consultant to further study and recommend changes; engaged contract labor to do a job
- Create/Modify Instruction - Changed workshop, training session in response to learning outcome assessment
- Development/Training - Provided staff development or training
- Other - Please specify any other use of results not described above

Attach information relevant to improvements or data analysis and findings.

Although responses above may be brief, use the attachment section to attach appendices and other documents that may help paint a clearer picture of the department's assessment experience.

#### Attachment

 Select File Maximum allowed file size is 1GB.

**\*REPEAT INFORMATION FOR MEASURE #2**