Swarthmore College Staff Development Week

Assessment for Administrative Departments

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Institutional Research

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Assessment

- Mission

Examples of Simple Mission Statements

- Institutional Research: To collect information and conduct research to support planning and decision-making across the College.

- Gender Education Office: The mission of the Gender Education Office is to create and sustain a climate at Swarthmore that reduces the likelihood of sexual misconduct.

Mission Statement – Career Services

- Career Services counsels students and alumni as they explore career directions. Since career development is preparation for life, our mission is to help students gain self-understanding and connect their interests, values and skills with knowledge about careers and life beyond Swarthmore College. In support of that mission, we build relationships with faculty, colleagues at the College and families of our students and serve as a resource for employers and graduate schools who offer opportunities.

Assessment

- Mission
- Goals

Examples of Goals for a Residential Life Office

- To match roommates appropriately.
- To train Resident Assistants and other Residence Life staff who effectively provide for the safety, comfort, and well-being of residents.
- To provide programming that contributes to student development and enhances student life.

Goals for an Institutional Research Office

- Conduct specialized studies in support of campus needs and priorities.
- Conduct, coordinate, and report on survey research.
- Collect and disseminate campus data for internal and external reporting purposes.
- Serve as a resource for units in need of college data or research expertise.

- Toward this end, the Human Resource Department stands ready to:

- Answer any questions and offer guidance to any employee on any work-related matter
- Help recruit and select the most qualified individuals for any of our job openings
- Help prevent, recognize and address workplace problems, ensuring fairness and consistency
- Assist employees at all levels develop skills needed for their professional enrichment
- Develop effective and competitive compensation and benefit packages
- Help others reconcile differences and create a workplace that reflects the values of the institution

Assessment

- Mission
- Goals
- Objectives/ Intended Outcomes

Sample Objectives for a Registrar's Office Goal of "Maintain and process student records accurately and efficiently."

- Fill transcript requests promptly
- Process degree audit requests.
- Maintain student satisfaction with registration functions.
- Provide resources to enable students to successfully use on-line registration.

Sample Objectives for a Advising Office Goal of "Provide comprehensive first year advising through a multi-phase program ."

- Students will learn and retain key information about College requirements and policies between the orientation experience and the end of the first year.
- Students will access resources and opportunities to improve study skills, time management, and related life skills.
- Students will develop a mentoring relationship with specific staff member in the Advising Office.

Assessment

- Mission
- Goals
- Objectives/ Intended Outcomes
- Measures/ Indicators

Sample Indicators for a Advising Office Objective of
"Students will learn and retain key information about College requirements and policies between the orientation experience and the end of the first year."

- A survey will be administered after orientation which asks students whether they understood key policies.

- At late spring advising meeting, advisor will ask student prescribed questions about key policies taught at orientation. Accuracy of responses will be summarized across students to see which policies are and are not retained and understood.

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Assessment

- Mission
- Goals
- Objectives/ Intended Outcomes
- Measures/ Indicators
- ACTION

EXERCISE – Bookstore Objective:

"To provide excellent services and products to support faculty and student endeavors in the classroom"

- Is it a good objective? If not, how would you improve it?

- What indicators could be used to assess it?