Outline

• What are AUOs?

• Why do we need to have AUOs?

• Sample AUOs

• Guidelines on developing AUOs and brainstorming worksheet
What are AUOs?

• Administrative Unit Outcomes are concise statements which describe what a **client** will experience, receive, or understand as a result of a given **service**.

• **Clients** include ELAC staff, faculty, students, and the general community which ELAC serves.

• **Services** refer to non-instructional areas which may directly or indirectly improve student success.
What are AUOs? (cont’d)

• AUOs may address the following question: “Are clients satisfied with a specific service that my unit provided?”

• AUOs will ultimately provide data and evidence that positive-client reaction has occurred as a result of receiving your service.

• Just like SLOs, which are faculty-driven, AUOs are entirely decided by you and your team.
  – You and your unit will decide: what specific service(s) do we consider to be the most valuable?
  – How should we assess our clients after we have serviced them?
  – What does the data tell us: how can we improve positive-reaction among clients, efficiency, or efficacy?
Why do we need to have AUOs?

MISSION STATEMENT:

East Los Angeles College empowers students to achieve their educational goals, to expand their individual potential, and to successfully pursue their aspirations for a better future for themselves, their community and the world.

In order to fulfill this College Mission, the college has developed four goals. These goals serve as the broad planning objectives through which all other college planning documents and departmental plans will be based. Together these goals provide a foundation for building a true agenda of student success.

**Goal 1:** Increasing student success and academic excellence through student-centered instruction, student-centered support services, and dynamic technologies.

**Goal 2:** Increasing equity in successful outcomes by analyzing gaps in student achievement and using this to identify and implement effective models and programming to remedy these gaps.

**Goal 3:** Sustaining community-centered access, participation, and preparation that improves the college's presence in the community, maximizes access to higher education and provides outlets for artistic, civic, cultural, scientific and social expression as well as environmental awareness.

**Goal 4:** Ensuring institutional effectiveness and accountability through data-driven decision-making as well as evaluation and improvement of all college programs and governance structures.
Why AUOs? (cont’d)

The Standards

“The institutional mission provides the impetus for achieving student learning and other goals that the institution endeavors to accomplish. The institution provides the means for students to learn, assesses how well learning is occurring, and strives to improve that learning through ongoing, systematic, and integrated planning (Standard I). Instructional programs, student support services, and library and learning support services facilitate the achievement of the institution’s stated student learning outcomes (Standard II). Human, physical, technology, and financial resources enable these programs and services to function and improve (Standard III). Ethical and effective leadership throughout the organization guides the accomplishment of the mission and supports institutional effectiveness and improvement (Standard IV).”

“A college-wide dialogue that integrates the elements of the Standards provides the complete view of the institution that is needed to verify integrity and to promote quality and improvement.”

Standard III: Resources

“The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

– Human Resources: includes maintaining a sufficient number of qualified personnel, professional dev.
– Physical Resources: includes facilities, equipment, land, and other assets
– Technology Resources: learning, teaching, college-wide communication, research, operations
– Financial Resources: distribution of resources supports the development, maintenance, and enhancement of programs and services

Why do we need AUOs? (cont’d)

• AUOs are directly connected to Planning and Institutional Effectiveness!!

  AUO ➔ Assessment ➔ Analysis ➔ Improvement
  (only 1 cycle is shown)

• From the data, decisions can be made to allocate resources to improve service, including: new hiring, software upgrades, process optimization, and technological/equipment purchases.

• AUOs can aid you and your unit to run more efficiently and effectively.
Sample AUOs (Chaffey and Mt. SAC)

- **College Information Services:** The CIS department will provide education and training for our employees.

- **Library & Learning Resources Division Office:** Improve communication between the Division office and departments within Division.

- **Mailroom:** The Mail Services unit will provide timely and accurate mail services campus-wide.

- **Reprographics:** Faculty will experience improved access to Printing Services by making it easy to submit print jobs via the web.
Guidelines for developing AUOs

1. Choose what *key* service(s) your unit provides to the ELAC community. The service should be a fundamental function of your unit and what you deem to be the most valuable. No more than 2-4 services should be considered.

2. Once you have chosen your service(s), it is time to start constructing the actual statement...
Guidelines (cont’d)

• In one sentence, describe what your client will receive, experience, or understand as a result of your service.
  – You should have (1) AUO statement per service.

• Here are just a few examples of how to begin the AUO statement:
  – Faculty and staff will receive...
  – The campus will receive...
  – Faculty and staff will be satisfied with...
  – (My unit) will provide satisfactory service to...

• Be sure that the AUO can be tested/assessed...
Guidelines (cont’d)

3. Now that you have at least one AUO, it’s time to consider developing an assessment.

• Here are a few items to be aware of when considering an appropriate AUO assessment:
  – What will clients have to do in order to demonstrate that you have serviced them effectively?
  – Don’t reinvent the wheel! Do you currently have some type of in-house service check which could aid in assessing the AUO?
AOU and assessment example

• Information Technology: System Availability and Uptime

The student information system will be available 99% of the time during normal business hours (7:30 – 4:30 Monday – Friday) as measured in academic year 2005-06 by the system administrators collecting system availability statistics. Evaluation will occur at the end of the academic year, June 30, 2006.

From Mt. San Antonio College