



## Assessment of service units

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## Service and educational functions

- Service units typically provide two distinct functions
- Primary function is support services for students and academic units
  - Ex: Residence Life provides student housing
  - Service has direct impact upon student success
  - Impact upon student success cannot be directly measured
- Many service units also have secondary function to provide educational activities
  - Ex: Residence Life provides alcohol / drug programming
  - Can specify and assess student learning outcomes for these activities



## Overview of service unit assessment

- Need distinct processes to assess service and educational activities
- Both processes utilize continuous improvement
- Process driven by mission and constituents of service unit
- Determine outcomes to meet constituent needs
- Collect data to assess whether outcomes are achieved
- Implement changes to improve assessment results



## Service outcomes

- Services are provided to satisfy the mission or goals of the service unit
- Constituents or customers will be students and academic units for whom service is provided
- Outcomes should be written in a measurable form conducive to assessment
  - Ex: Residence life will provide a range of housing options to meet the needs of UT students
  - Ex: Rec center will provide facilities & programming to promote healthy lifestyles of students, staff and faculty



## Assessing service outcomes

- Student learning outcomes (SLOs) are generally assessed using coursework
- Delivery of services does not result in assigned coursework that facilitates assessment
- Alternative assessment methods are required
- Survey results and metrics of service delivery will serve as primary assessment tools
  - Results from student surveys should not serve as primary tool to assess SLOs in academic programs



## Educational outcomes

- Educational activities may also be provided to satisfy the mission or goals of the service unit
- Constituents or customers will be degree programs that enroll these students
- Students can be viewed as constituents or as a product of the educational programming
- Educational outcomes of service units should be written as measurable SLOs
  - Ex: alcohol programming will reduce alcohol use
  - Ex: exercise class will reduce body fat, cholesterol levels



## Assessing educational outcomes

- Not possible for service units to assess educational outcomes as degree programs assess SLOs
  - Degree programs use course requirements to assess SLOs
  - Educational activities provided by service units typically do not fulfill degree program requirements
- Acceptable to rely on student surveys or other self-reported measurements of student learning to assess the educational outcomes of service units
- Could provide incentives for students to complete assessment instruments such as quizzes or homework