

## HYBRID OPS CAS REVIEW

### Alignment | Assessment Project | Collaboration & Communication | SMART Goals.

ASSESSMENT: CAS REVIEW (YEAR ONE) DUE DATE: JUNE 30TH



***Assessment is the most valid way of demonstrating the effectiveness of services, programs, and facilities, especially in defending and promoting higher education, and also in meeting accreditation standards.*** (Upcraft & Schuh, 2001)

**The Goal:** Offices outside of Academic Affairs and Student Services have responsibilities that significantly impact the services and operation of a college. Assessment is a vehicle to demonstrate contribution to institutional mission, goals, and strategic objectives. Additionally, offices outside of these two divisions also promote skill development among a diverse set of constituents. Determining the effectiveness and moving beyond satisfaction of services allows for a greater understanding of impact and resource allocation.

#### **Alignment & Mapping:**

Mapping is an evidence-based way that organizes a visual matrix/tool used to identify connectivity and relationships. Maps can demonstrate how goals and services supporting those goals contribute to strategic initiatives. Mapping provides an overall understanding of a department/division's work in relation to specific strategic objectives. Results will often yield the areas of greatest emphasis and the areas that need more emphasis. *"Mapping is a collaborative process of indicating which activities or experiences align with which strategic /objectives throughout an institution of higher education. It is a process of making clear the relationships between different parts of the educational enterprise..."*(Jankowski & Marshall, 2017).

#### **Outcomes Assessment Project:**

There are a number of different types of assessments that answer questions and inform our practices in different ways. Depending on the services being provided, most will focus on Learning Outcomes Assessment. Some may focus on other types of assessment. What is important to know is that other types of assessment aren't measuring learning. However, they are useful and can be used to inform practice. Outcomes examine skills that students or other stakeholders develop through engagement. They are also measurable, and are often connected to valuable skills. This type of assessment measures the impact services have on learning, development, student success and offers several important pieces of information to students and stakeholders. The CAS program review cycle includes work that prepares departments (functional areas) to engage in Assessment Projects. The framework used in delivering an assessment plan includes 6 steps.

#### **Collaboration & Communication:**

The CAS Review cycle incorporates sections of functional area standards and guidelines. There is a total of 11 sections. Self-assessment guides (SAGs) are used as a tool to assist in operationalizing the assessment work. Section 8 of the CAS Review focuses on Collaboration & Communication.

#### **SMART Goals:**

Strategic, Measurable, Attainable, Relatable, Timing (SMART) goals are measurable statements that specifically focus on a particular outcome. SMART goals aren't necessarily learning outcomes. They are often used when setting up objectives and tasks to be completed.

## Step One:

Familiarize yourself with the website section on Year One deliverables, resources, templates, and instructions.

## Step Two:

Align your department Goals and Outcomes with Strategic Initiatives

**\*\*\*Do you have Outcomes for your department?** (If not, please reference year zero of the CAS deliverables before completing this exercise. If you need assistance, please reach out to Danielle Licitra @ [dlicitra11@bristolcc.edu](mailto:dlicitra11@bristolcc.edu)). For this exercise please use the template [provided here](#) (or under year 1 of the CAS Review webpage). The below template is a snap shot with an example and is explained further in the Year 1 instructions document.

Department Name	Goal	Outcome	Service/s	Key Strategy	Strategic Objective	Comments
EXAMPLE: LASH Center for Teaching and Learning	Provides the college community with a wide array of professional development opportunities in support of the institution's mission statement and strategic priorities.	As a result of participation in professional development opportunities in support of the institution's mission statement and strategic priorities, members of the Bristol Community College will conclude their professional development with increased knowledge and tools to further their practice.	Professional Development opportunities (workshops/training sessions/conferences)	Organizational Excellence   Academic Innovation   Equity	OE-Objective 3 & 4   AI-Objective 2   Equity-Objective 1	There are many professional development opportunities. In most cases each of the large scale PDs have additional outcomes to be measured. Each outcome also contributes to the general department outcome.

## Step Three:

The CAS program review cycle includes work that prepares departments (functional areas) to engage in Assessment Projects. The framework used in delivering an assessment plan includes 6 steps. For this deliverable, please choose at least one large scale or High Impact program/service you would like to assess. **\*\*\*Do you have an updated MS, Goals and Outcomes for your department?** (If not, please reference year zero of the CAS deliverables before completing this exercise. If you need assistance, please reach out to Danielle Licitra @ [dlicitra11@bristolcc.edu](mailto:dlicitra11@bristolcc.edu)).



## Step Four:

Please use the template provided that incorporates the CAS General standards. This is a self-assessment tool that will yield a SWAT analysis of section eight (communication & collaboration) in terms of specific functional areas. For additional information, please reference the year 1 instructions document.

## Step Five:

Plan at least two SMART goals for next year

1. One must be directly related to the improvement of services
2. One must be directly related to equity-minded practices

**Step Six:** Submit Summary Report by June 30<sup>th</sup>  
CAS Review Annual Summary