# 2021-2023 IMPROVEMENT REPORT

ACADEMIC AND STUDENT SUPPORT SERVICES & ADMINISTRATIVE SUPPORT SERVICES

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| **Time period for Improvements**  | Improvements during 2021-2022 and 2022-2023  |
| **Division/College/School:** |  |
| **School/Department:**  |  |
| **Program Name:**  |  |
| **Title of Person Submitting the Report:**  |  |
| **Name of Person Submitting the Report:**  |  |
| **Signature of Person Submitting the Report:** |  |
| **Date Submitted:** |  |

**Instructions:**  Please summarize improvements made to the support service unit during the 2021-2022 and 2022-2023 academic years. Improvements could have been implemented from semester to semester, year to year, between any two periods of a semester or during the 2021-2022 and 2022-2023 academic years. Improvements should correspond to the annual assessment reports submitted in PSS. If necessary, improvements to outcomes not derived from your annual assessment activity may be included.

Please keep in mind that **academic and student support services** must focus on student learning or student achievement outcomes ***and*** administrative outcomes; however, **administrative support services** are only required to focus on administrative outcomes.

***Service Unit Improvements***

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| **SUMMARY OF SERVICE UNITS IMPROVEMENTS** |
| **Briefly highlight service unit modifications implemented during the last two years and the corresponding expected outcome (s).** |
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| **Describe how the actual impact of the service unit modifications compared to the intended outcomes of the modifications made.**  |
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| **Describe any lessons learned from making modifications to the service unit.** ***Ask: If the service delivery modification increased/enhanced service unit outcomes, what component of the modification was impactful? Why did the modification work? If the modification did not increase/enhance work, what needs to be changed for the modification to be more impactful? Why didn’t the modification work?***  |
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| ***Assessment Process Improvements***  |
| **SUMMARY OF ASSESSMENT PROCESS IMPROVEMENTS**  |
| **Briefly highlight modifications made to the service unit’s assessment process during the last two years.** ***Examples: Changes in metrics, data collection procedures, implemented assessment committee, etc.***  |
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| **Describe the impact of the modifications to the service unit’s assessment process.*****Ask: How did assessment modifications improve the quality of the data obtained? How did the assessment modifications contribute the overall understanding of the unit’s delivery of services?***  |
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| **Describe any lesson learned from making modifications to the service unit’s assessment process.** ***Ask:* *If the assessment modifications resulted in a better understanding of unit’s delivery of services, what aspect of the modification was most beneficial? How/why did it help understand the unit better? If the modification did not enhance the unit’s understanding of impact of service delivery, what needs to be done differently to obtain more reliable or useful data?***  |
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| **ADDITIONAL SERVICE UNIT COMMENTS*****Use this space to add any additional explanations that will shed light on the service unit’s assessment activities and outcomes.***  |
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| **Additional Signatures (add other roles as needed)** |
| **Division/Dean Signature (or designee) and date (digital signature is acceptable):**  |  |
| **Department/Unit Head Signature (or designee) and date (digital signature is acceptable):**  |  |