



# 2019-2020 Tactical/Operational Annual Assessment Report

**Goal:** Assess progress on key functions, tactics and operations of designated area/division/department focused on in 2019-2020 using clear data, analysis, interpretation and reporting of findings, and plans for next steps (continual improvement).

**Outcome:** Areas of operation will discuss 3-6 tactics or operations, total, from the 2019-20 year in an outcome-oriented format, supported by data, with actions steps for the next year.

## INSTRUCTIONS\*

Using the tables on the following pages:

1. Assess each Tactic/Operation with available evidence and discuss progress, achievements, and success made based on available evidence and date.
  - a. **Progress and Successes** column should highlight significant progress made – discuss in outcome-related terms (What changed? How do you know?)
  - b. **Analysis and Interpretation** should refer to the indicators of success chosen in your fall assessment plans. Discuss your progress in relation to those indicators, indicate whether the indicator itself was a good representation of success and what it might change to if not, and note any internal or external trends that may have affected progress on this indicator. Highlight any budget-related needs that have hindered or could further progress and sustain success.
2. Describe a basic action plan for continuous improvement related to your assessment work.
3. On the budget/resource allocation page, describe effects of the department or division budget on future tactics/operations planning.
4. On the last page, complete survey and note what assessment resources and training are most needed for next year.

***\* If other assessment documents are used for the “Progress Made” and “Action Planned” columns, note where the information is stored and include with this document.***



# 2019-2020 Tactical/Operational Annual Assessment Report

Profile Information			
Division	Institutional Effectiveness	Assessment of <b>Tactical</b> or Operational Plan? (circle one)	
Department		Division or Department Dean, Leader, Director, etc.	Kacy Crabtree
Contributors to this report			
Mission statement and goals	<p><b>Mission statement:</b> This division coordinates institutional effectiveness processes, manages institutional data, and oversees compliance with accreditation requirements.</p> <p><b>Division/Department goals:</b></p>		

## 2019-2020 Tactical/Operational Annual Assessment Report

<b>SP Goal 1: Improve institutional climate, culture and efficiency</b>				
<b>Tactic or Operation</b> <i>Outcome-focused format</i>	<b>Indicators of Success</b> <i>Planned metrics and targets</i>	<b>Progress and Successes</b> <i>Based on data and evidence</i>	<b>Analysis and Interpretation</b> <i>Based on documentation from progress and success – refer to your chosen indicators of success</i>	<b>Action Plan for 2020-2021</b> <i>Include major actions, indicators and related timelines based on this year's progress</i>
Gather data and report on institutional indicators; develop formal reporting structures for all areas and report on institutional effectiveness (IE) processes with a focus on assessment; review assessment work across the campus for quality and effectiveness and link to planning practices	End of year strategic plan/IE report contains information about processes and operations that allow all departments to review and incorporate into their operations as appropriate	All campus areas submitted operational and tactical planning and assessment reports for 2019-2020 Academic Year; mid-term progress on the Strategic Plan was reviewed and analyzed by the Strategic Plan Oversight Committee (SPOC) on March 10; responsibility for each recommendation was assigned to an SLT member; end-of-year progress on the Strategic Plan reviewed and analyzed by SPOC on July 15; strategic plan consultant will work with SPOC during the summer; tactical and operational plans will be completed by mid-September	Data for institutional indicators were collected; reports were presented to administrators and faculty; each area of IE has been clearly defined with lead and review responsibilities assigned to ACSC, provost, SLT and PC members, president, SPOC, and CFO; need to continue to enhance efficiency in connecting and integrating our processes	Report on SP/II review during the all-employee meeting in September; streamline current assessment practices; develop new operational and tactical plans with consultant's guidance; develop and utilize an IE rubric to assess processes; modify and extend the current strategic plan for an additional three years to bridge the 2021 change in presidential leadership