7.3 Administrative effectiveness

The institution identifies expected outcomes of its administrative support services and demonstrates the extent to which the outcomes are achieved.

Compliance Judgment: In Compliance

Rationale

Administrative support services are distributed throughout the organizational structure of the University of South Carolina Aiken and fall under the supervisory responsibility of the Executive Vice Chancellor for Academic Affairs, the Vice Chancellor for Finance and Administration, the Vice Chancellor for Advancement, the Vice Chancellor for Enrollment Services and the Vice Chancellor for Student Affairs. Regardless of location, the administrative units have as their primary purpose support for the University's mission.[1]

USC Aiken's planning and assessment process is broad-based, systematic, and appropriate to the institution. With input from all units, the process continues to evolve with the primary goal of serving students in the region by continuously improving educational programs and support services. All administrative support units participate in ongoing assessment activities. Each articulates goals and objectives, measures outcomes on a regular basis in multiple ways, analyzes the findings, and describes how findings are used for improvements in annual program review reports submitted to the senior administrator responsible for each division. Strategic changes or suggestions for improvements based upon the collected data that require additional allocation of resources are carefully examined and are categorized (e.g., facilities requests, personnel requests, and technology requests). Senior administrators working prioritize budgetary requests and assign funding based upon the availability of financial resources and alignment with strategic priorities.

The assessment measures most frequently used by administrative support units are internal and external audits, counts of reports generated and clients served,

timeliness of reports issued or service delivered, results of customer service surveys, financial reviews, and fundraising and revenue reports. Across the institution, the National Survey of Student Engagement (NSSE) data have been used to evaluate and improve upon the quality of services provided. USC Aiken has consistently received high ratings from seniors on the quality of relationships with administrative personnel and offices. USC Aiken's ratings on this measure have been significantly above the national mean. As a measure of relative standing, 65% of seniors gave positive ratings on the quality of interactions with administrative staff and offices compared to a national average of 59% (see State Accountability Report Performance measure 2.2.24 [2]).

Table 7.3-1 provides links to assessment reports from administrative units on campus between 2017 and 2019. Reports include objectives, assessment plans, performance targets, actions, and budgetary requests for initiatives. Departments and services that supported instruction, research, and learning such as Instructional Services, Sponsored Research, Distance Education, and the Center for Teaching Excellence, to name a few, or student support such as Admissions, Career Services and the Registrar are reported in the narrative response to Standard 8.2.c - Student outcomes: Academic and student services.[3]

Table 7.3-1 Assessment Reports for Administrative Offices

Budget Administration [4]   Campus Support Services [5]   Continuing Education & Conferences [6]

Controller [7]   Human Resources [8]   Computer Network Systems [9]

Operations [10]   Police [11]   Student Conduct [12]

Supporting Documentation

1.   USC Aiken Mission Statement

2.   State Accountability Report Performance measure 2.2.24

3.   Narrative response to Standard 8.2.c - Student outcomes: Academic and student services

4.   Budget Administration Assessment Report

5.   Campus Support Services Assessment Report

6.   Continuing Education & Conferences Assessment Report

7.   Controller Assessment Report

8.   Human Resources Assessment Report

9.   Computer Network Systems Assessment Report

10.   Operations (Facilities & Grounds) Assessment Report

11.   Campus Police Assessment Report

12.   Student Conduct Assessment Report