

Support Unit Assessment Plan Example

Office of Student Success and Support

*This fictional assessment plan illustrates a strong assessment plan rated **Good** overall using the SHSU Meta-Assessment Rubric. Some components meet the Exemplary standard, while others intentionally reflect the Good level. The example demonstrates that a Good plan is clear, complete, aligned, and useful for continuous improvement, while also showing the additional evidence, justification, and implementation detail needed to reach Exemplary.*

NOTE: A high-quality assessment plan for a support unit should be grounded in the unit's mission or purpose.

Mission: The Office of Student Success and Support promotes student success by connecting students with resources, services, and opportunities that support their academic progress, personal development, engagement, and persistence. The office fosters a supportive and accessible environment that helps students navigate challenges, build connections, and progress toward their educational goals.

Goal 1: Student Success and Persistence

Promote student success and persistence by supporting students as they progress toward their educational goals.

Performance Objective 1.1

Increase student participation in academic success support services by the end of the academic year.

KPI 1.1

The Office of Student Success and Support will track the number of students who participate in academic success support services during the academic year. Participation data will be collected through the office's service-tracking system each semester and reviewed by the Director of Student Success and Support at the end of the academic year. The total number of unique students who participated in at least one academic success support service will be used to assess progress toward the Performance Objective.

Target 1.1

By the end of the current academic year, the Office of Student Success and Support will increase the number of unique students participating in academic success support services by at least 5%, from 1,250 students in the previous academic year to a minimum of 1,313 students. The previous year's participation of 1,250 students provides the baseline for assessing improvement.

Target Status

Met

Results 1.1

The target was met. During the current academic year, 1,335 unique students participated in academic success support services, compared with 1,250 students in the previous academic year. This represents an increase of 85 students, or 6.8%, exceeding the target of a 5% increase to at least 1,313 students.

Participation was higher during the fall semester than during the spring semester. Fall participation was particularly strong during the first eight weeks, when the Office conducted its most concentrated outreach and promotion efforts. Although the overall target was met, lower spring participation indicates an opportunity to strengthen outreach and promotion during the spring semester.

Action 1.1

Although the target was met, the Office of Student Success and Support will strengthen outreach and promotion of academic success support services during the spring semester to address lower spring participation. Beginning in January, the Student Success Coordinator will implement a targeted outreach campaign using student email reminders and promotion through campus partners. Spring participation will be monitored to determine whether the enhanced outreach increases student use of academic success support services.

Performance Objective 1.2

Increase the term-to-term persistence of students who receive support services from the Office of Student Success and Support by the end of the academic year.

KPI 1.2

The Office of Student Success and Support will measure the percentage of students who receive support services during the fall semester and subsequently enroll at the university for the following spring semester. At the end of each fall-to-spring enrollment period, Office staff will match service-participation records with official university enrollment records. The Director of Student Success and Support will review the percentage of eligible service recipients who persist from fall to spring at the end of each academic year to identify changes in student persistence and inform improvements to support services.

Target 1.2

By the end of the current academic year, the Office of Student Success and Support will increase the fall-to-spring persistence rate of students receiving support services by at least 2 percentage points, from 88% in the previous academic year to a minimum of 90%. Given the relatively high existing persistence rate, a 2-percentage-point increase represents a meaningful but achievable improvement for students served by the Office.

Target Status

Not met

Results 1.2

The target was not met. The fall-to-spring persistence rate for students who received support services was 89%, compared with the target of at least 90% and the previous academic year's rate of 88%. Of the 1,100 students who received support services during the fall semester, 979 enrolled for the following spring semester.

Students who participated in two or more support services had a persistence rate of 92%, compared with 86% for students who participated in only one service. These results indicate that encouraging students to engage with additional or ongoing support services may provide an opportunity to strengthen student persistence.

Action 1.2

Because the target was not met, the Office of Student Success and Support will encourage students who use only one support service to engage with additional or ongoing support. Beginning in the fall semester, Office staff will provide follow-up communication to students after their initial use of a service and provide information about additional services relevant to their needs. The Student Success Coordinator will oversee the process and review service engagement and persistence at the end of the academic year.

Goal 2: Access and Support

Foster an accessible and supportive environment that connects students with resources and services that address their needs and help them navigate challenges.

Performance Objective 2.1

Increase student utilization of wellness support resources and services provided through the Office of Student Success and Support by the end of the academic year.

KPI 2.1

The Office of Student Success and Support will track the number of unique students who utilize wellness support resources and services provided through the Office during the academic year. Office staff will collect utilization data through the service-tracking system throughout each semester. At the end of the academic year, the Director of Student Success and Support will review the total number of unique students who utilized at least one wellness support resource or service and compare utilization with the previous academic year to identify changes in student use of available wellness support.

Target 2.1

By the end of the current academic year, the Office of Student Success and Support will increase the number of unique students utilizing wellness support resources and services by at least 6%, from 500 students in the previous academic year to a minimum of 530 students.

Target Status

Not Met

Results 2.1

The target was not met. During the current academic year, 490 unique students utilized wellness support resources and services, compared with 500 students in the previous academic year. This represents a decrease of 10 students, or 2%, and falls 40 students below the target of at least 530 students.

Utilization was lower during the spring semester than during the fall semester. These results indicate an opportunity to strengthen student awareness and use of available wellness support resources and services, particularly during the spring semester.

Action 2.1

Because the target was not met, the Office of Student Success and Support will increase promotion of wellness support resources and services. Beginning in the spring semester, the Office will use student communications, campus partner referrals, and Office programs to increase awareness of available wellness support. Utilization will be reviewed at the end of the academic year to determine whether student use of these resources and services increases.

Performance Objective 2.2

Reduce the time required to connect students with appropriate university support resources following a request for assistance by the end of the academic year.

KPI 2.2

The Office of Student Success and Support will measure the average number of business days between a student's initial request for assistance and the Office's referral of the student to an appropriate university support resource. Office staff will record the date of each request and the date of the corresponding referral in the service-tracking system throughout the academic year. At the end of each semester, the Director of Student Success and Support will review the average referral response time to identify opportunities to improve the timeliness of the referral process.

Target 2.2

By the end of the current academic year, the Office of Student Success and Support will reduce the average time required to refer students to an appropriate university support resource from 3.0 business days in the previous academic year to no more than 2.5 business days. Based on recent referral patterns, this reduction represents a reasonable improvement in the timeliness of student referrals.

Target Status

Met

Results 2.2

The target was met. During the current academic year, the average time required to refer students to an appropriate university support resource was 2.3 business days, compared with 3.0 business days in the previous academic year and the target of no more than 2.5 business days.

Although overall referral time improved, 12% of referrals required more than four business days to complete. Referrals involving multiple or complex student needs generally required more time, indicating an opportunity to improve the referral process for these students.

Action 2.2

Although the target was met, the Office of Student Success and Support will enhance the referral process for students with complex support needs. The Student Success Coordinator will review referral procedures and develop a standardized process to track referrals requiring additional coordination with campus partners. The revised process will be implemented during the fall semester, and referral data will be reviewed at the end of the academic year to determine whether delays in complex referrals decrease.

Goal 3: Student Development and Engagement

Promote student development and engagement by creating opportunities that strengthen students' connections to the university and support their overall university experience.

Performance Objective 3.1:

Increase student participation in engagement and student development opportunities offered by the Office of Student Success and Support by the end of the academic year.

KPI 3.1

The Office of Student Success and Support will track the number of unique students who participate in engagement and student development opportunities offered by the Office during the academic year. Office staff will collect participation data through event and program attendance records throughout each semester. At the end of the academic year, the Director of Student Success and Support will review the total number of unique student participants and compare participation with the previous academic year to identify changes in student engagement and inform future programming.

Target 3.1

By the end of the current academic year, the Office of Student Success and Support will increase the number of unique students participating in engagement and student development opportunities by at least 5%, from 800 students in the previous academic year to a minimum of 840 students. The previous year's participation provides a baseline for assessing improvement, and the expected increase is consistent with the Office's efforts to expand student participation.

Target Status

Not met

Results 3.1

The target was not met. During the current academic year, 792 unique students participated in engagement and student development opportunities, compared with 800 students in the previous academic year and the target of at least 840 students.

Participation in smaller student development workshops declined, with several workshops experiencing lower-than-anticipated attendance, particularly later in the semester. Programs offered in collaboration with other university offices generally attracted more students. These results indicate an opportunity to improve workshop scheduling and promotion and increase collaborative programming.

Action 3.1

Because the target was not met, the Office of Student Success and Support will revise the scheduling and promotion of lower-attended student development workshops and increase collaboration with other university offices. The Student Success Coordinator will review workshop attendance patterns and use the findings to revise the workshop schedule and promotional strategy for the next academic year. The Office will also collaborate with campus partners to offer additional student development workshops.

Performance Objective 3.2

Increase continued university engagement among students who participate in Office of Student Success and Support programs by the end of the academic year.

KPI 3.2

The Office of Student Success and Support will measure the percentage of students who, after participating in a designated Office program, subsequently participate in at least one additional university-sponsored program, activity, or support service during the same academic year. Office

staff will match program participation records with available university engagement records at the end of each semester. The Director of Student Success and Support will review the percentage of participating students who demonstrate subsequent university engagement to assess whether Office programs are associated with continued connection to the university.

Target 3.2

By the end of the current academic year, at least 65% of students who participate in designated Office of Student Success and Support programs will subsequently participate in at least one additional university-sponsored program, activity, or support service during the same academic year, compared with 60% in the previous academic year. The previous year's continued-engagement rate provides a baseline for assessing improvement.

Target Status

Not Met

Results 3.2

The target was partially met. During the current academic year, 63% of students who participated in designated Office of Student Success and Support programs subsequently participated in at least one additional university-sponsored program, activity, or support service. This represents an increase from 60% in the previous academic year but falls below the target of at least 65%.

Continued engagement was higher among students who received information about additional campus opportunities during or immediately following an Office program. These results indicate an opportunity to more consistently connect program participants with additional university opportunities and strengthen follow-up after their initial participation.

Action 3.2

Because the target was partially met, the Office of Student Success and Support will implement a more consistent follow-up process to connect program participants with additional university programs, activities, and support services. Beginning in the fall semester, Office staff will provide information about additional campus opportunities following designated programs and send follow-up communication to participants. The Student Success Coordinator will oversee the process, and subsequent student participation will be reviewed at the end of the academic year.

Previous Cycle's Plan for Continuous Improvement (Do Not Modify)

During the next assessment cycle, the Office of Student Success and Support will implement the following improvements to strengthen student participation, access to resources, referral processes, and engagement.

1. Expand promotion of academic success support services.

The Office will increase promotion of academic success support services through student communications, selected programs, and coordination with campus partners.

2. Develop follow-up communications for students receiving support services.

The Office will develop follow-up communications to connect students who receive support with additional services and resources that may address their needs.

3. Increase awareness of available university support resources.

The Office will update and expand information about academic, financial, wellness, and personal support resources and promote these resources through Office programs, communications, and referrals.

4. Improve the timeliness of student referrals.

The Office will review referral procedures and clarify expectations for responding to student requests to improve the timeliness of referrals to appropriate university resources.

5. Expand student engagement and development programming.

The Office will expand student development workshops and engagement opportunities and monitor participation to identify programming that may require additional promotion or adjustment.

6. New Initiative: Develop partnerships for coordinated student success programming.

The Office will pursue partnerships with other university offices to develop coordinated student success and engagement programming and expand opportunities available to students.

Update to the Previous Cycle's PCI

1. Expand promotion of academic success support services — Completed.

The Office expanded promotion through student emails, selected programs, and campus partners, with outreach concentrated early in each semester. Participation increased, and the Office used participation data to identify opportunities for additional outreach.

2. Develop follow-up communications for students receiving support services — Partially Completed.

The Office developed follow-up emails to connect students with additional support services and used them with selected student groups. The process was not implemented consistently across all services due to staffing limitations and differences in referral procedures.

3. Increase awareness of available university support resources — Completed.

The Office updated and expanded promotion of academic, financial, wellness, and personal support resources through programs, communications, and referrals. Utilization increased for several resources, although use varied across service areas.

4. Improve the timeliness of student referrals — Completed.

The Office revised referral procedures and established clearer expectations for responding to student requests. Average referral time decreased, although referrals involving multiple or complex needs continued to require additional attention.

5. Expand student engagement and development programming — Partially Completed.

The Office expanded student development workshops and engagement opportunities, but participation varied across programs. Several workshops experienced lower-than-anticipated attendance, particularly later in the semester, indicating a need to improve scheduling and promotion.

6. New Initiative: Develop partnerships for coordinated student success programming — Not Completed.

The Office held preliminary discussions with campus partners and collaborated informally on selected programs, but a formal partnership structure was not established due to competing

priorities and scheduling challenges. The Office planned to continue pursuing more structured partnerships.

Overall, the Office completed three of the six items, partially completed two, and did not complete one. The Office made progress in outreach, resource awareness, and referral processes while identifying continued opportunities to improve student follow-up, engagement programming, and campus collaboration.

New Plan for Continuous Improvement

During the next assessment cycle, the Office of Student Success and Support will implement the following improvements based on the current year's assessment results.

1. Strengthen spring outreach for academic success support services.

Beginning in January, the Student Success Coordinator will implement a targeted spring outreach campaign using student communications and campus partners. Spring participation will be monitored to determine whether student use of academic success support services increases.

2. Increase sustained engagement with support services.

Beginning in the fall semester, Office staff will follow up with students after their initial use of a support service to connect them with additional or ongoing support. The Student Success Coordinator will oversee the process, and service engagement and persistence will be reviewed at the end of the academic year.

3. Increase utilization of underused support resources and services.

Beginning in the spring semester, the Office will increase promotion of wellness and personal support resources through student communications, campus partner referrals, and Office programs. Utilization of these resources will be reviewed at the end of the academic year.

4. Improve referrals for students with complex support needs.

The Student Success Coordinator will review referral procedures and develop a standardized process for tracking referrals involving complex student needs. The revised process will be implemented during the fall semester, and referral data will be reviewed at the end of the academic year.

5. Strengthen student development workshop participation.

The Student Success Coordinator will review attendance patterns and revise the scheduling and promotion of lower-attended workshops. The Office will also collaborate with other university offices to offer additional student development workshops.

6. Strengthen follow-up to promote continued university engagement.

Beginning in the fall semester, Office staff will provide program participants with information about additional university opportunities and follow up with participants after designated programs. The Student Success Coordinator will oversee the process, and subsequent participation will be reviewed at the end of the academic year.

7. New Initiative: Develop a Student Success Resource Network.

The Director of Student Success and Support will establish a network of university offices that provide student support services. The network will meet at least once each semester to share resource information and improve coordination of referrals and outreach. The Office will review network participation and collaborative activities at the end of the assessment cycle.

At the end of the next assessment cycle, the Office will review progress on these activities and use the results to determine which strategies should be continued, modified, or expanded.