* 3.3.1 The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results in each of the following areas: **(Institutional effectiveness)**

Chattahoochee Valley Community College (CVCC) identifies expected outcomes, including student learning outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results in each of the following areas: educational (academic) programs, administrative support services, educational support services, and community/public service. The College does not include research within its educational mission.

Institutional Effectiveness (IE) as described in CR2.5 at CVCC is a process that includes planning, determination of expected outcomes and assessment measures, assessment activity, and use of results to make improvements. CVCC uses an Online Unit Planning system developed to allow all functional areas of the College ready access to their unit plans. Unit Plans were developed for each functional area and contain the following key components:

Expected Outcomes: Expected outcomes are identified at the student and program level. Each unit identifies a list of expected outcomes for assessment. Outcomes are written in the future tense.

Assessment Measure: The unit identifies a mode of measurement (quantifiable or qualifiable). Wherever possible, existing data or existing instruments are used. Nationally or state recognized exams may be used where appropriate.

Assessment Results: Each unit determines results based on predetermine assessment instruments. Units are encouraged to use good assessment practices to ensure reliability of the instrument and validity of the results. Results are written in past tense.

Analysis of Results: Each unit manager is responsible for analyzing results asking questions such as: Did they meet the goal? What is the trend? What is impacting results? Are factors influencing results something that can be controlled?

Use of Results: The unit shows how results of assessment will be used to make improvements. Use of Results helps develop the action plan for the coming year.

Actions Taken: Twice per year Unit managers may go back to the Unit Plan and indicate what actions have taken place to make improvements. Actions Taken are written in past tense to indicate improvements have been made or that a plan has been developed to make improvements.

Future Actions: Unit manager may state future actions that are in the plan but have not or cannot be implemented at this time. This could be due to budget issues but the manager wants to leave the action on the list.

Budget Considerations: Each unit indicates how the budget may be affected (if any) through use of results. Special requests for items not in the regular budget must be submitted on a Form B request and go through the Strategic Funding Committee.

The Office of Institutional Effectiveness and Planning compiles the completed Unit Plans into annual assessment reports– *Academic Program Outcomes Assessment Summary, Assessment*

Plan for Administrative Support, and the *Assessment Plan for Academic and Student Support* each year. These reports are used to document the planning and assessment process through the IE system and to show how Use of Results were used in achieving outcomes and making improvements.

A more detailed description of the process, including a planning and budgeting calendar can be found in the College's *Annual Plan for Institutional Effectiveness*. Each of the sub-standards of Comprehensive Standard 3.3.1 is addressed as follows: