

Assessment Report: Administrative Improvement Measures (AIM)

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| **Division:** | Enrollment Management | **Date Submitted:** |  |
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| **Department:** | Student Accounts | **Contact Person:** | Kristol Flanigan |

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| **Part 1: Introductory Content** | |
| **Department Mission Statement:**  Brief statement of the mission of the unit and why it exists. | The Student Accounts Department is responsible for billing and collecting tuition and other related fees for the University. |
| **Main Functional Areas of Responsibility:**  State the primary work areas of your unit (parts of organization chart, annually occurring work). |  |
| **Notable Achievement:**  Briefly describe one of the most notable achievements of your department this year. | Cardboard Craze |
| **Assessment Team & Process:**  Who helped with data collection, how were plans & results discussed (e.g., in meetings), and who was part of implementing changes? |  |
| **Alignment to Goals**  Indicate which Institutional Goals and/or Division goals your outcomes align with and support. | [Illuminate Pillars](https://illuminate.web.baylor.edu/four-pillars): ☐ 1 ☐ 2 ☐ 3 ☐ 4  [Pro Futuris Aspirations](https://profuturis.web.baylor.edu/strategic-vision/our-new-strategic-vision-pro-futuris): ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5  Division Goals: Note Five Big Ideas |

| **Part 2: Administrative Assessment Summary Table**  Please identify at least **three** outcomes. | | | | | |
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| **Outcome**  Annual program/area;  often area listed as a main area of responsibility | **Means of Assessment**  How outcome is measured | **Criteria for Success/ Performance Target**  Specific and measurable (number, percent, etc.) | **Results**  Provide a summary of results and indicate status; use Appendix for reports, charts, etc. | **Analysis of Results**  Your interpretation and/or reflection on results; insights into the data/results | **Planned Changes for Improvement**  Based on Analysis of Results; include resource implications |
| 1. |  |  | **Status:**  Met  Partly Met  Not Met |  |  |
| 2. |  |  | **Status:**  Met  Partly Met  Not Met |  |  |
| 3. |  |  | **Status:**  Met  Partly Met  Not Met |  |  |
| 4. |  |  | **Status:**  Met  Partly Met  Not Met |  |  |
| 5. |  |  | **Status:**  Met  Partly Met  Not Met |  |  |

***Add more rows, if necessary.***

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| **Part 3: Improvements Made or Actions Taken from Last Year**  Describe specific improvements made or actions taken based on last year’s results and identified planned changes for improvement. You might include budgetary adjustments made to align with improvements. Please include evidence you have that these improvements have been effective (can attach in the appendix). |
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| **Part 4: Appendix (as appropriate)**  Please include (below) as an appendix any supporting documents (e.g., rubrics, exam questions, tests) used as part of your means of assessment, or any larger data pieces used in your results analysis (e.g., charts, tables, graphs). |