



# Institutional Effectiveness

## Administrative Units

### FORMAT/Guidelines

1. **Mission of the Unit**: 1-2 sentences stating the primary mission of the unit. What is the overarching purpose of the unit? Mission statements typically do not change much from year to year unless a unit is reorganized or transformed in a significant way.
2. **Functions of the Unit**: In order to achieve the mission, what are the 4-6 major functions or expectations of the administrative unit? Each function should be framed as a statement of what the unit does. Functions are fairly stable from year to year unless the mission changes or assessment shows that they are no longer relevant.
3. **Unit Performance Standards (UPS) for each function**: Each function will have 2-6 standards of effective practice. These UPS demonstrate how the unit will attempt to achieve its functions. For some units, UPS may reflect industry standards or principles of best practice from regional or national organizations.
4. **Annual Assessment Targets**: These assessment targets provide a means to measure progress on functions. Specifically, how will we know if we were effective in meeting our Unit Performance Standards this year? These may change from year to year, with some assessments occurring annually, some on a 2 or 3 year cycle, and still others may be done on an as-needed basis. Keep in mind that not every UPS needs to be assessed every year and there is no perfect measurement tool. Consider targets that are already in use (unit records, external quality standards, audit reports, year-to-year comparisons, benchmarking with other institutions, surveys, etc.).

