INSTITUTIONAL EFFECTIVENESS: PLANNING AND ASSESSMENT FRAMEWORK

In alignment with SACSCOC expectations, LSU demonstrates a commitment to the principles of continuous improvement, based on a systematic and documented process of assessing institutional performance with respect to mission across all aspects of the institution. The continuous improvement cycle includes the development of a plan, identification of expected outcomes and associated measures, assessment of the extent to which the outcome has been achieved, and evidence of seeking improvement based on analysis of the findings.

The following SACSCOC principles are addressed via the campus-wide strategic planning process:

<table>
<thead>
<tr>
<th>SACSCOC Principle</th>
<th>Expectation</th>
<th>Required Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.1</td>
<td>The institution engages in ongoing, comprehensive, and integrated research-based planning and evaluation processes that (a) focus on institutional quality and effectiveness and (b) incorporate a systematic review of institutional goals and outcomes consistent with its mission.</td>
<td>All Planning Units</td>
</tr>
<tr>
<td>7.3</td>
<td>The institution identifies expected outcomes of its administrative support services and demonstrates the extent to which the outcomes are achieved. (Administrative/operational outcomes)</td>
<td>All Planning Units</td>
</tr>
<tr>
<td>8.2.c</td>
<td>Academic and student services that support student success. (Student learning outcomes)</td>
<td>Units Reporting To:</td>
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<tr>
<td></td>
<td></td>
<td>• Academic Programs &amp; Student Support</td>
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<td>• Student Affairs</td>
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<td>• Others as applicable</td>
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</tbody>
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CAMPUS-WIDE STRATEGIC PLANNING

LSU utilizes a comprehensive, campus-wide process for planning, assessing, and measuring progress in meeting the goals established in the institution’s strategic plan (strategicplan.lsu.edu). This process is critical in fulfilling the following requirements:

- documenting campus-wide efforts in support of the university’s mission;
- tracking progress to demonstrate achievement of the university’s goals as articulated in the university’s strategic plan;
- providing a systematic and integrated process for planning, assessment, and budgeting;
- utilizing assessment findings to seek opportunities for improvement;
- enhancing data supported decision-making; and
- sustaining a solid systematic, continuous improvement framework in alignment with SACSCOC expectations (Principles 7.1, 7.3, 8.2.c).

LSU utilizes Taskstream as the university’s system of record to document all of the above institutional effectiveness requirements.

ORGANIZATIONAL STRUCTURE: PLANNING UNITS (See Appendix A)

Campus-wide planning requires a comprehensive, participatory approach across academic, support, and administrative units (e.g., divisions, colleges, departments, offices). Required planning units are based on the 2019-20 organizational structure. Updates will be made, as needed, in response to reorganizations and other structural or reporting changes.
ANNUAL REPORTING REQUIREMENTS: OVERVIEW

The annual reporting requirements are documented via Taskstream per the following structure.

- The “Standing Requirements” section includes those elements that change infrequently. Units should review and revise as needed. The elements include an uploaded strategic plan, current mission statement, and priority outcomes.

- The “Annual Planning Cycle” section provide a space to enter assessment measures for each priority outcome plus related targets, findings and use of findings for a given year. Taskstream is updated each fall to open the new workspace for the current planning year.

- The “Strategic Planning Annual Report (SPAR)” section provides a space for the unit to upload the SPAR based on the guidelines below (see page 4). The SPAR is a narrative report, with supporting data as needed, that documents progress to date in achieving strategic initiatives and/or any concerns that may be impede goal achievement. The timing of the SPAR facilitates its use in support of the university’s annual performance review process.

STANDING REQUIREMENTS

Strategic Plan

Each required planning unit must develop a comprehensive strategic plan in alignment with the university’s strategic plan, LSU2025. In recognition that various individuals and disciplines may have a preferred method for strategic planning, a template is not provided. The strategic plan must be uploaded within Taskstream and posted to the unit’s website.

Mission Statement

Enter the unit’s mission statement as defined in the unit’s strategic plan. This mission statement should concisely and clearly state the purpose of the unit, indicating primary functions and stakeholders. The mission statement should be reviewed periodically and revised as necessary.

Priority Outcomes

Administrative/operational outcomes are required for all planning units. Student learning outcomes are required only for specified units. Other planning units may choose to assess student learning outcomes and document accordingly in Taskstream, if applicable to the unit’s mission.

- **Administrative/Operational.** While a unit may have several administrative/operational outcomes, enter 3 to 5 of the unit’s highest priority outcomes into Taskstream. Outcomes should be specific statements about the intended accomplishments or improvements identified in the strategic plan. Each outcome must align with the university’s strategic plan [map within Taskstream to LSU2025]. This mapping will assist the university in assessing overall progress in achieving the goals set forth in the university’s strategic plan.

- **Student Learning.** In addition to the requirements above, all units reporting to the Vice President for Student Affairs or the Vice Provost for Academic Programs and Student Support must also assess and document in Taskstream at least 2 student learning outcomes. Enter each student learning outcome in the “Priority Outcomes” section of Taskstream with an indication of “SLO” (e.g., SLO: As a result of participating in “x,” students will be able to do “x”).
Aligning Priority Outcomes to LSU2025

All priority outcomes must be in alignment with the University’s Strategic Plan, LSU2025. This is documented in Taskstream via “mapping” each priority outcome to at least one of the LSU2025 goals:

- Advancing Arts and Culture
- Bridging the Coast, Energy and Environment
- Developing Leaders
- Encouraging Career Excellence and Enrichment
- Establishing a Culture of Service and Operational Excellence
- Fostering Diversity, Inclusion, and Multiculturalism
- Fostering Research and Catalyzing Economic Development
- Improving Health and Wellbeing
- Supporting Student Success
- Transforming Education

Technical guidance is provided in the Taskstream QuickStart Guide (pp. 13-15).

ANNUAL PLANNING CYCLE

Measures & Targets

!! Required fields for this section within Taskstream: Complete the Measure Title, Measure Detail/Description, and Target. Other fields are optional.

Measures. A measure is a metric or indicator that conveys progress made in achieving the expected outcome (i.e., How will we know that we have accomplished what was intended?). Reporting expectations and examples are provided below.

- **Administrative/Operational.** Enter at least one measure for each identified priority objective/outcome. Examples of measures include surveys or other formal feedback, data analysis, benchmarking, achievement of milestones, use and participation numbers, and percent task completion.

- **Student Learning.** Enter at least one measure, direct or indirect, for each identified student learning outcome.
  
  - **Direct measures** are those that require students to demonstrate their knowledge and skills relative to the expected learning outcome(s). Examples of direct measures include pre-and post-tests, presentations, peer evaluation, and portfolios.
  
  - **Indirect measures** are those that ask students to reflect on their learning, rather than demonstrate it. Examples of indirect measures include surveys (e.g., satisfaction, perception, NSSE), focus group studies, percent task completion, use and participation numbers.

Targets. Each measure requires the indication of an achievement target. A target is the desired level of performance that represents success at achieving the state outcome. The target may be quantitative or qualitative, as appropriate for the measure. Baseline data should be indicated, if available.

- **Administrative/Operational.** Examples include: 3% increase in retention by 2023, 100% of all
planning units will completely all required elements annually, 80% satisfaction level annually; completion of a study or review by end of spring 2021.

- **Student Learning.** Examples include: 90% of students will be proficient (i.e., rubric-based), increased awareness of “x” by 20% by 2023, students will report 10% increased perception in “x” ability.

Findings & Use of Findings

**Findings.** Required fields for this section within Taskstream: Complete both “Findings” and “Use of Findings.”

**Findings.** Enter the findings (e.g., data, results) for each measure. Provide necessary detail, including the actual finding plus any related trend data, to facilitate interpretation and analysis. Briefly discuss.

**Use of Findings.** Briefly discuss how the findings for each measure shall be used to inform future planning efforts and/or strategies for seeking opportunities for improvement related to outcome. Specific examples should be included. Questions for consideration:

- ? What actions will you take to seek improvement of the unit’s activities or services based on evidence gathered from this assessment?
- ? Did the results yield the desired achievement target – why or why not? What strategies will be employed to meet the target in future years?
- ? Is the current assessment strategy appropriate to measure what is intended? If not, indicate actions that will be taken to revisit the assessment strategy.

**STRATEGIC PLANNING ANNUAL REPORT (SPAR)**

The SPAR provides a checkpoint regarding status to date for strategic planning initiatives, which is used in support of the university’s annual performance evaluation process as well as demonstration of campus-wide progress in implementing LSU’s strategic plan, LSU2025. This narrative report, which includes supporting data as needed, facilitates a conversation regarding progress made to achieve planned strategic initiatives or any concerns that may impede goal achievement.

The unit may determine the appropriate format of the SPAR and upload it into Taskstream [2020-21 Planning Cycle – Strategic Planning Annual Report]. In addition, supervisors may choose to add requirements to meet their needs. However, at a minimum, the following elements must be included:

I. **Accomplishments.** Highlights of noteworthy accomplishments, including applicable supporting data, related to goals/outcomes and other areas of interest.

II. **Challenges.** Discussion of any identified challenges and steps taken (or planned) to address them. Major personnel changes should be documented.

III. **Program Review.** Departments that have recently undergone an internal program review must address the recommendations from the final actions plan, including the status of each recommendation and steps and associated timeline for addressing any unmet recommendations. **[NOTE: This status update must be included in the SPAR each year until all action plan recommendations have been completed.]**

IV. **Planning for Upcoming Year.** Discuss priorities for the upcoming year; resource allocations (or reallocations) to accomplish planned activities; priorities for fund raising (if applicable); and planned changes to the unit's strategic plan, if any, and rationale. If the strategic plan is revised, the updated
strategic plan should be posted in Taskstream in the "standing requirements" section and posted to the unit’s website.

V. Overall statement of the status or "well-being" of the unit.

VI. Other. Each division/college/department may choose to include additional information to best meet their needs.

TIMELINES/DUE DATES (See Appendix B)

The annual reporting schedule is aligned with various institutional policies and requirements to:

• ensure the ability to utilize the Strategic Planning Annual Report (SPAR) in conjunction with performance evaluation timelines for faculty and staff;
• secure the necessary data for measure; and
• provide an opportunity for participation and collaboration throughout the process.

See Appendix B for detailed information.

TASKSTREAM MATERIALS

A “Taskstream QuickStart Guide” is available via the OIE website (www.lsu.edu/oie) to help navigate entry of required elements into the institutional effectiveness software.

QUESTIONS? Contact Sandi Gillilan, Associate Vice Provost, via email at sgillilan@lsu.edu.
APPENDIX A: REQUIRED PLANNING UNITS
(By Organizational Leadership Area)

Reporting to the President
Athletics
Strategic Communications

Reporting to the Executive Vice President & Provost
Colleges/Academic Departments

College of Agriculture
  Dept of Agricultural & Extension Education & Evaluation
  Dept of Agricultural Economics & Agribusiness
  School of Animal Sciences
  Dept of Entomology
  Dept of Experimental Statistics
  School of Nutrition & Food Sciences
  School of Plant, Environmental & Soil Sciences
  Dept of Plant Pathology & Crop Physiology
  School of Renewable Natural Resources
  Dept of Textiles, Apparel Design & Merchandising

College of Art & Design
  School of Architecture
  School of Art
  School of Interior Design
  School of Landscape Architecture

E.J. Ourso College of Business
  Dept of Accounting
  Dept of Economics
  Dept of Finance
  Stephenson Dept of Entrepreneurship & Information Systems
  Rucks Dept of Management
  Dept of Marketing
  Dept of Public Administration

College of the Coast & Environment
  Dept of Oceanography & Coastal Sciences
  Dept of Environmental Sciences

College of Engineering
  Dept of Biological & Agricultural Engineering
  Dept of Chemical Engineering
  Dept of Civil & Environmental Engineering
  Division of Computer Science
  Dept of Construction Management
  Division of Electrical & Computer Engineering
  Dept of Mechanical & Industrial Engineering
  Dept of Petroleum Engineering

[continued next page]
APPENDIX A: REQUIRED PLANNING UNITS
(By Organizational Leadership Area)

College of Human Sciences & Education
  School of Education
  School of Kinesiology
  School of Leadership & Human Resource Development
  School of Library & Information Science
  School of Social Work
College of Humanities and Social Sciences
  Dept of Communication Sciences & Disorders
  Dept of Communication Studies
  Dept of English
  Dept of Foreign Languages & Literatures
  Dept of French Studies
  Dept of Geography & Anthropology
  Dept of History
  Dept of Philosophy & Religious Studies
  Dept of Political Science
  Dept of Psychology
  Dept of Sociology
LSU Paul M. Hebert Law Center
Manship School of Mass Communication
College of Music and Dramatic Arts
  School of Music
  School of Theatre
College of Science
  Dept of Biological Sciences
  Dept of Chemistry
  Dept of Geology & Geophysics
  Dept of Mathematics
  Dept of Physics & Astronomy
School of Veterinary Medicine
  Dept of Comparative Biomedical Sciences
  Dept of Pathobiological Sciences
  Dept of Veterinary Clinical Sciences
Roger Hadfield Ogden Honors College
Graduate School
Digital & Continuing Education [LSU Online]
Diversity
Enrollment Management
LSU Libraries
Office of Research & Economic Development
Office of Strategic Initiatives
Senior Vice Provost [Units Reporting To]
  Institutional Effectiveness
LSU Press & The Southern Review
Museum of Art
Rural Life Museum & Windrush Gardens

[continued next page]
APPENDIX A: REQUIRED PLANNING UNITS
(By Organizational Leadership Area)

Student Affairs
   Dean of Students
   Olinde Career Center
   Residential Life
   Student Health Center
   University Recreation

Vice Provost for Academic Programs & Support Units [UnitsReportingTo]
   Academic Center for Student-Athletes
   Cain Center for STEM Literacy
   Center for Academic Success
   Center for Community Engagement, Learning & Leadership
   Communication Across the Curriculum
   International Programs
   LSU Discover
   Office of the Registrar
   Residential College
   University College

Reporting to the Executive Vice President & CFO

    Finance & Administration
    Accounting Services
    Auxiliary Services
    Budget & Planning
    Facility & Property Oversight
    Human Resource Management
    Information Technology Services
    Procurement/Property Management
    Risk Management
    University Police

Notes:


2. Leadership for a given division or college may choose to require additional units under their purview to develop strategic plans and/or to utilize Taskstream in their planning efforts. The additional units and users will be added to Taskstream upon request.

3. If questions or additional information is needed, please contact:
   Sandi Gillilan, Associate Vice Provost, via email at sgillilan@lsu.edu
<table>
<thead>
<tr>
<th>President</th>
<th>SPAR</th>
<th>Finalize 2020-21**</th>
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<tbody>
<tr>
<td>Athletics</td>
<td>6/30/20</td>
<td>9/30/20</td>
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<tr>
<td>Strategic Communications</td>
<td>6/30/20</td>
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**Executive Vice President & Provost**

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<thead>
<tr>
<th>College/Department</th>
<th>SPAR</th>
<th>Finalize 2020-21**</th>
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<tbody>
<tr>
<td>Colleges (All)*</td>
<td>5/30/20</td>
<td>10/15/20</td>
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<tr>
<td>Academic Departments (All)</td>
<td>4/30/20</td>
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<td>Graduate School</td>
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<td>Senior Vice Provost*</td>
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<td>Office of Institutional Effectiveness</td>
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**Executive Vice President & CFO**

<table>
<thead>
<tr>
<th>Finance &amp; Administration*</th>
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</tr>
</tbody>
</table>

* Earlier due dates may be established by unit leadership, as needed, to meet the institutional deadlines.

** All required planning elements (standing, annual planning cycle, and SPAR) for 2020-21 must be entered into Taskstream by no later than this date. Units are encouraged to complete the requirements earlier, if all necessary information is available to do so.