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 standards are addressed via the campus-wide strategic planning process:

<table>
<thead>
<tr>
<th>SACSCOC Standard</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>
</tbody>
</table>
| 8.2.c            | The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results: c. Academic and student services that support student success. (Student success outcomes, student learning outcomes)                          | Units Reporting To:                                      • Academic Programs & Student Support  
                                                             • Student Affairs                                           • Others as applicable                                                                                 |

CAMPUS-WIDE STRATEGIC PLANNING

LSU employs 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 and assessment of expected outcomes;
- Utilizing assessment findings to seek opportunities for improvement; and
- Sustaining a solid systematic, continuous improvement framework in alignment with SACSCOC expectations (Standards 7.1, 7.3, 8.2.c).

LSU utilizes Taskstream as the system of record to document 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 2020-21 organizational structure. Updates will be made, as needed, in response to structural/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 required elements include: an uploaded current strategic plan, the unit’s current mission statement, and at least three priority outcomes.

• The “Annual Planning Cycle” section provides a workspace to enter at least one assessment measure 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.

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.

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
While a unit may pursue several objectives or outcomes in a given year, planning units are required to assess at least three priority outcomes annually within the Taskstream workspace. Outcome statements should be specific, measurable, achievable, relevant, and time-bound. All priority outcomes must be consistent with the unit’s mission and be in alignment with the university’s strategic plan [map to LSU2025 within Taskstream]. This mapping will assist the university in assessing overall progress in achieving the goals set forth in the university’s strategic plan.

The following defines types of outcomes and unit reporting expectations for each:

• Administrative/operational outcomes are specific statements about intended accomplishments or improvements in alignment with the unit’s strategic plan. Administrative/operational outcomes typically pertain to considerations such as efficiency, effectiveness, services provided (e.g., enhancement, increase), quality, compliance, or satisfaction/perception. [Applicable to all planning units (Standard 7.3). Academic support and student support units should clearly identify how the outcome is related to student success (see Standard 8.2.c – page 1)].

• Student success outcomes are clearly connected to the unit’s direct impact on student success. Example: Students utilizing “x” service will achieve higher levels of academic success (e.g., retention, GPA) than students not utilizing the service. [Applicable to academic support and student support units (see Standard 8.2.c – page 1)].

• Student learning outcomes provide direct evidence of student learning as provided by student programming, such as workshops or trainings, offered by the unit. Example: As a result of participating in “x,” students will report improved understanding of “x.” [Applicable to academic support and student support units (see Standard 8.2.c – page 1)].
**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 include: Measure Title and Target. Other fields are optional, as needed, to provide clarification.

- **Measures.** At least one measure should be entered for each priority outcome; multiple measures per priority outcome are encouraged. 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). Examples: participation rates, surveys or other formal feedback, standardized reports, benchmarking, audit performance, compliance rates, etc.

- **Targets.** Each measure requires the indication of a target. A target is the desired level of performance that represents success in achieving the expected outcome. Examples: 90 percent satisfaction annually; 3 percent increase by 2023.

**Findings & Use of Findings**

!! Required fields for this section within Taskstream include: Findings and Use of Findings.

- **Findings.** Enter the findings (e.g., data, results) for each measure. Indicate if the expected outcome was achieved. Provide the necessary detail, including the actual findings plus any related information to facilitate interpretation and analysis (e.g., trend data, context). 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 the outcome. Specific examples should be included. Questions for consideration include:
  - What actions will you take (or have taken) 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? Address any gaps in expectations and actual performance. What strategies will be employed to meet the target in future years?
  - Is the current assessment strategy appropriate to measure what is intended?
TIMELINES/DUE DATES (See Appendix B)
The annual reporting schedule is aligned with various institutional policies and requirements to (1) secure the necessary data for each measure and (2) provide an opportunity for participation and collaboration throughout the process. Units are asked to complete all annual reporting requirements for a given planning cycle (e.g., 2020-21) by a specified date (see Appendix B).

The following timeline is suggested to help facilitate the planning and assessment process:

**Spring 2021:**
- Ensure at least three priority outcomes and related measures/targets are entered into Taskstream for 2020-21.
- Enter the 2020-21 findings and use of findings for each measure into Taskstream (if information is available).

**Summer/Early Fall**
- Discuss the 2020-21 planning and assessment materials with the unit. Utilize feedback from the unit, particularly analysis of findings and use of findings, to complete the annual reporting requirements in Taskstream by the specified due date (See Appendix B).
- In addition, solidify plans for 2021-22, such as making any necessary changes to the unit’s strategic plan, mission statement, priority outcomes, and/or related measures/targets. This allows sufficient time for review prior to the opening of the 2021-22 annual planning cycle in Taskstream on November 1, 2021.

**TASKSTREAM MATERIALS**
A “Taskstream QuickStart Guide” is available via the OIE website (https://lsu.edu/oie/Planning/quickstart.pdf) to help navigate entry of required elements.

**QUESTIONS?**
Contact Sandi Gillilan, Associate Vice Provost, via email at sgillilan@lsu.edu or phone at 225-578-1937.
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
    Campus Life
    Disability Services
    Greek Life
    Military & Veterans Student Center
    Student Advocacy and Accountability
  Olinde Career Center
  Residential Life
  Student Health Center
  University Recreation

Vice Provost for Academic Programs & Support [Units Reporting To]
  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
### APPENDIX B: REPORTING DUE DATES
(By Organizational Leadership Area)

<table>
<thead>
<tr>
<th>President</th>
<th>Finalize 2020-21**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athletics</td>
<td>9/30/21</td>
</tr>
<tr>
<td>Strategic Communications</td>
<td>9/30/21</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Executive Vice President &amp; Provost</th>
<th>Finalize 2020-21**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colleges (All)*</td>
<td>10/15/21</td>
</tr>
<tr>
<td>Academic Departments (All)</td>
<td>10/15/21</td>
</tr>
<tr>
<td>Graduate School</td>
<td>10/15/21</td>
</tr>
<tr>
<td>Roger Hadfield Ogden Honors College</td>
<td>10/15/21</td>
</tr>
<tr>
<td>LSU Libraries</td>
<td>10/15/21</td>
</tr>
<tr>
<td>Office of Research &amp; Economic Development</td>
<td>10/15/21</td>
</tr>
<tr>
<td>Digital &amp; Continuing Education</td>
<td>10/15/21</td>
</tr>
<tr>
<td>Diversity</td>
<td>10/15/21</td>
</tr>
<tr>
<td>Enrollment Management</td>
<td>10/15/21</td>
</tr>
<tr>
<td>Senior Vice Provost*</td>
<td>--</td>
</tr>
<tr>
<td>Office of Institutional Effectiveness</td>
<td>10/15/21</td>
</tr>
<tr>
<td>LSU Press and The Southern Review</td>
<td>10/15/21</td>
</tr>
<tr>
<td>Museum of Art</td>
<td>10/15/21</td>
</tr>
<tr>
<td>Rural Life Museum &amp; Windrush Gardens</td>
<td>10/15/21</td>
</tr>
</tbody>
</table>

| Student Affairs*                  | 10/15/21           |
| Dean of Students                  | 10/15/21           |
| Olinde Career Center              | 10/15/21           |
| Residential Life                  | 10/15/21           |
| Student Health Center             | 10/15/21           |
| University Recreation             | 10/15/21           |

<table>
<thead>
<tr>
<th>Vice Provost for Academic Programs &amp; Support Services*</th>
<th>--</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Center for Student-Athletes</td>
<td>10/15/21</td>
</tr>
<tr>
<td>Cain Center for STEM Literacy</td>
<td>10/15/21</td>
</tr>
<tr>
<td>Center for Academic Success</td>
<td>10/15/21</td>
</tr>
<tr>
<td>CCELL</td>
<td>10/15/21</td>
</tr>
<tr>
<td>Communication Across the Curriculum</td>
<td>10/15/21</td>
</tr>
<tr>
<td>International Programs</td>
<td>10/15/21</td>
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<tr>
<td>LSU Discover</td>
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<td>Office of the Registrar</td>
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<td>University College</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Executive Vice President &amp; CFO</th>
<th>Finalize 2020-21**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance &amp; Administration*</td>
<td>9/30/21</td>
</tr>
<tr>
<td>Accounting Services</td>
<td>9/30/21</td>
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<tr>
<td>Auxiliary Services</td>
<td>9/30/21</td>
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<tr>
<td>Budget &amp; Planning</td>
<td>9/30/21</td>
</tr>
<tr>
<td>Facility &amp; Property Oversight</td>
<td>9/30/21</td>
</tr>
<tr>
<td>Human Resource Management</td>
<td>9/30/21</td>
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<tr>
<td>Information Technology Services</td>
<td>9/30/21</td>
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<tr>
<td>Procurement/Property Management</td>
<td>9/30/21</td>
</tr>
<tr>
<td>Risk Management</td>
<td>9/30/21</td>
</tr>
</tbody>
</table>

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

** All required planning elements (standing and annual planning cycle) for 2020-21 must be entered into Taskstream by no later than this date.