

What is an Administrative Unit Outcome (AUO)?

AUO is the acronym for Administrative Unit Outcome. At MJC, many divisions and areas interact with students, and it is just as important to measure outcomes in these activities as it is inside the classroom. Each academic division has established AUOs that are measured through surveys and performance metrics. Each division at the college is concerned with quality, continuous improvement. AUOs measure both satisfaction indicators and program/processes.

Where are AUOs stored, and are they publicly accessible for students and the community?

AUOs can be found in two locations:

- *First*, AUOs are **publicly accessible** for students and our community through the college website on the outcomes assessment page:

<https://www.mjc.edu/instruction/outcomesassessment/outcomes.php>

- *Second*, PLOs are also stored and assessed in *eLumen*.

How are AUOs written?

At MJC, AUOs are constructed to measure outcomes for specific administrative areas, which vary from campus safety to the cafeteria, and from divisions to the bookstore. AUOs should draw on the same kinds of principles as CLOs (see the previous section, “How are CLOs written?”), including the use of Bloom’s Taxonomy and an emphasis on measurability (*qualitative* and *quantitative*).

Two examples of AUO are the following from the Bookstore and the Science, Math, and Engineering Division:

Bookstore Administrative Unit Outcome (AUO)

The Bookstore will support student needs through provision of textbooks and supplies in a timely manner.

Science, Math and Engineering Division Administrative Unit Outcome (AUO)

Students, classified professionals, and faculty will be provided with information, problem solving tools, structure, resources, and an interactive environment in order to facilitate the learning process and improve engagement (feeling focused, connected, valued, nurtured, and directed).

AUOs should be written in ways that strategically measure administrative units in ways that contribute to the college mission and the attainment of institutional learning outcomes. Part of the process of continual assessment improvement is working on the relationship between administrative unit outcomes and the college mission and college ILOs. After completing assessment cycles, departments and areas should examine the relationships between their AUOs, the college mission, and the college institutional learning outcomes in order to provide adequate and meaningful data.

How are AUOs assessed?

AUOs are measured through pre- and post-assessments, and student, staff, and faculty surveys. Most AUOs have benchmarks that are defined by each program area. In the analysis of the measured data, the program area will determine whether or not that benchmark has been reached and whether or not the area is satisfied with the results. The area will then develop an action plan in program review.

When are AUOs assessed?

The Academic Senate recommends a general policy that all administrative areas have their respective AUOs assessed once every two years, followed by Program Review. AUO data will be disaggregated whenever possible to measure support service learning across subpopulations.

The following graphic represents the structure of AUO assessment over a two-year period, including Program Review. Each administrative area schedules their respective AUO assessments so that they occur at least once per AUO in a given two-year cycle.

