

UT HEALTH SAN ANTONIO HANDBOOK OF OPERATING PROCEDURES

Chapter 1	Administration and Organization	Effective:	October 1998
Section 1.9	Evaluation/Assessment of Educational Programs, Administrative, Operational and Academic Support Services	Revised:	August 2017
Policy 1.9.1	Evaluation/Assessment Program	Responsibility:	Vice President for Academic, Faculty and Student Affairs

EVALUATION/ASSESSMENT PROGRAM

Overview

UT Health San Antonio maintains a broadly inclusive, coordinated and ongoing process of planning and assessment of its programs and services, in order to ensure their quality and, the monitoring of continuous improvement in fulfillment of UT Health San Antonio’s mission.

Criteria

Each educational, administrative, operational or academic support unit is required to develop and implement periodic evaluation/assessment processes.

For administrative, operational or academic support units, suggested areas for evaluation/assessment include the following:

- the level of satisfaction of those who use its services;
- ways to improve the services it offers;
- that existing services continue to contribute to the mission of the UT Health San Antonio; and
- that new services contribute to the mission of UT Health San Antonio.

Academic unit reviews incorporate the assessment of student learning outcomes, pursuant to Regents’ [Rule 50801](#) (Student Learning Outcomes), as a component, along with student satisfaction and faculty and staff data, as a facets of the overall assessment program.

Process

An evaluation/assessment process, and schedule for completion of the necessary evaluation/assessment activities, must be prepared by the appropriate Dean or Vice President for his/her areas of responsibility.

The evaluation/assessment process must include:

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- identification of key services or outcomes to be evaluated/assessed;
 - the method(s) of evaluation/assessment;
 - how results of the evaluation/assessment activities are reviewed and used to identify areas where the standards for quality are met and areas that warrant planned new efforts to improve the services/outcomes; and
 - a subsequent evaluation/assessment after implementation of the improvement plan to determine if the expected improvements were achieved.

As part of their annual performance evaluations, Deans and Vice Presidents will provide to the President the outcomes of the assessments of the units reporting to them. These institutional leaders also develop and report action plans that are responsive to the unit evaluations, including mechanisms for monitoring improvement, as part of their annual work plans.
