Lee College of Baytown, Texas has developed an approach for applying Institutional Effectiveness (IE) to support services. The need to apply IE to support services is important, because it is a requirement for accreditation by the College’s accrediting agency, the Southern Association of Colleges and Schools (SACS). The methodology Lee College follows involves analytical decomposition from the College’s mission, to its goals, to indicators of effectiveness for each goal. The indicators each have working targets (expected outcomes). Targets are evaluated as having been met, partially met, or not met.

This process has allowed the Lee College Administrative Services Division to meet all three aspects of the SACS accreditation criterion 3.3.1, Institutional Effectiveness. First, we identified expected outcomes for our Division’s administrative and educational support services. Second, the report card we developed assesses whether we achieved these outcomes. And, finally we have used the report card to justify the initiatives we have undertaken to continuously improve. In so doing, we have been able to provide strong evidence of improvement based on analysis of our assessment results. As noted, such evidence is a key component of the SACS accreditation review.