Strategic Planning and Assessment at UNC Charlotte:
An Introduction to Compliance Assist

What is Compliance Assist?
Compliance Assist is an online assessment management tool. It is designed to document all of our strategic planning and assessment activities, and convey the relationships between college/unit goals with overarching division- and university-level goals.

The Compliance Assist platform works for both academic and administrative units. This integrated system will replace our current process of using Word documents and shared folders to report and store assessment data. The format of the data entry forms in Compliance Assist is based on the Word document template. The content of the reports is the same—only the location of the reports will change.

Last year’s annual reports and strategic plan updates have already been entered into the system, and the past three years of SLO data will be entered by late January, so you will already have data ready for updating in the system. In addition to creating a framework for assessment, Compliance Assist has many other tools that can be beneficial to units across UNC Charlotte, such as:

- Longitudinal tracking of learning trends and effective service
- Ad-hoc reporting to communicate useful information about program successes and needs to stakeholders - alumni, community members, and potential donors
- Transparency in the ability to view plans and assessments across Divisions, Colleges, units and departments
- Loading of standards from other accrediting bodies
- Curriculum mapping for alignment of course to program outcomes

Why Use Compliance Assist?
Institutions of higher education are increasingly prompted to document systematic assessment processes. This is a requirement of UNC Charlotte’s accrediting body, the Southern Association of Colleges and Schools Commission on Colleges (www.sacscoc.org). Therefore, it is no longer an issue of whether or not to document assessment, but how to document assessment in order to respond to the requirements of accreditation. Online tools, like Compliance Assist, have been created to assist institutions in this endeavor. We hope that you will find Compliance Assist easy to use, and a great tool to use in documenting the planning and assessment process. UNC Charlotte’s process is described on the next page.
Steps for Planning & Assessment

**IDENTIFY OUTCOMES/OBJECTIVES:** Identify your area’s goals and objectives. What does your department or unit want to achieve in the short-term and long-term?

**ESTABLISH CRITERIA FOR SUCCESS:** Identify measures, or the evidence that you will use to assess the achievement of your goals and objectives. Also identify expected outcomes and targets.

**COMPARE PERFORMANCE AGAINST CRITERIA:** Determine whether or not expected outcomes were met.

**USE RESULTS FOR IMPROVEMENT:** This is ‘closing the loop.’ What did you learn? What will you change in the future? In this step, you create action plans based on your last year’s performance or performance over time.

Getting Started in Compliance Assist

Before using Compliance Assist, you need to be set up as a user in the system. Please contact Annette Simmons in the Office of Assessment and Accreditation, or sign up for a Compliance Assist workshop via Assessment Academy ([http://assessment.uncc.edu/assessment-academy](http://assessment.uncc.edu/assessment-academy)).

In addition to being set up in the system, all users should participate in a short session of technical training, either through workshops or user guide/video instructions. It takes approximately one and a half to two hours of training to familiarize you with the system, and answer any initial questions.

Once in the system, you can access Compliance Assist using your NinerNET login and password. You can find resources at UNC Charlotte’s Assessment webpage (see below). There are also periodic workshops offered throughout the year to act as a refresher for Compliance Assist and to help with the planning and assessment process.

If you need additional help, Annette Simmons is the Compliance Assist Administrator at UNC Charlotte and can answer your questions.

Annual Reports and Student Learning Outcomes Assessment Plans and Reports are due by June 1st each year.

Get a head start on using the new system, and discover how it can help you report meaningful results for continuous improvement.

Office of Assessment and Accreditation’s Assessment Webpage: [https://assessment.uncc.edu](https://assessment.uncc.edu)

Compliance Assist Webpage: [https://uncc.compliance-assist.com](https://uncc.compliance-assist.com)