

**Response to Offsite Review Summary of Lines of Inquiry  
Additional Information Request #9:  
Assessment of Non-Academic Units  
August 2018**

Table of Contents

1. [UCR Performance Indicators](#)

The primary process at UCR for assessing non-academic units is through the annual budget process and analysis of Key Performance Indicators (KPIs).

2. [Business Administrative Services Annual Surveys](#)

Some units go beyond KPIs when conducting non-academic assessment. One of the major administrative units on campus Business Administrative Services (BAS) conducts annual client surveys to learn about issues and inform its units about areas for improvements for the next year.

3. [Enrollment Services](#)

Another example is Enrollment Services, which includes Admissions, Financial Aid and the Registrar. Enrollment Services conducts ongoing assessments of its many activities with a particular emphasis on using student feedback.

- a. [Financial Wellness Annual Report](#)
- b. [2:1 Freshman to Transfer Student Strategic Plan](#)
- c. [Briefings for Recruiting Events](#)