**Academic Year 2022-23 | Fiscal Year 2022-23 | Calendar Year 2022-23**

**ANNUAL REPORTING TEMPLATE:**

**Outcomes Assessment Report (OAR)**

Administrative and Academic/Student Support Services

**Due November 10, 2023**

**Unit or Office:** Click or tap here to enter text.

**Report Completed By:** Click or tap here to enter text.

**Email:** Click or tap here to enter text.

**Is this the first OAR Report you have ever authored? No  Yes**

**Senior Leadership (e.g. Dean, Vice President):** Click or tap here to enter text.

**Email:** Click or tap here to enter text.

**Date Submitted:** Click to enter a date.

**Action Plan - FROM AY 2021-22 REPORTING CYCLE**

**INSTRUCTIONS**

In order to truly “close the loop”, it is necessary to reflect on your action plan from the previous OAR reporting cycle, to address what, if any, improvements were made, and create an action plan to move forward based on new assessment results.

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| **Last Cycle’s (2021 – 22) Action Plan** (*Please provide last year’s action plan as written*)**:**  Click or tap here to enter text. |

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| **How was your previous action plan implemented?** (*Please discuss what, if any, changes were made as a result of last year’s action plan. Please indicate how you feel these changes served to improve the program, if at all*.)  Did you accomplish the goals/outcomes listed in your above-stated action plan?  Click or tap here to enter text. |

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| **FEEDBACK FROM IE OFFICE ONLY:** |

**Impacts on Assessment of Outcomes and Programming**

Please use this space to share any relevant information and/or modifications to your annual OAR reporting process. You could, for instance, address the following topics if you would like:

- Changes your department/program made as it relates to delivery of services

- How tracking of outcomes shifted when the semester moved to working remotely

This component will not be scored; this is simply a reflective space for you to provide a brief narrative about your assessment experience and any irregularities that may have occurred during the year that you are reporting on.

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| **Response:**  Click or tap here to enter text. |

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| **FEEDBACK FROM IE OFFICE ONLY:** |

**Addressing Summer 2022, Fall 2022, Spring 2023 or CY/FY 2022**

**Unit Mission Statement – INSTRUCTIONS**

Each unit or office should have its own mission statement **that aligns and reflects its unique contribution to UofL’s institutional mission**. The mission statement is a brief description of the unit or office and what it does, including its purpose, areas of service responsibility, and clients served.

**UofL Mission:**  
  
The University of Louisville pursues excellence and inclusiveness in its work to educate and serve its community through:

1. teaching diverse undergraduate, graduate, and professional students in order to develop engaged citizens, leaders, and scholars,
2. practicing and applying research, scholarship and creative activity, and
3. providing engaged service and outreach that improve the quality of life for local and global communities.

The University is committed to achieving preeminence as a nationally recognized metropolitan research university.

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| **Your Unit or Office’s Mission Statement:**  Click or tap here to enter text. |

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| **FEEDBACK FROM IE OFFICE ONLY:** |

**Assessment Objective 1**

**Goal #1 - INSTRUCTIONS**

A goal is a broad statement that describes the overarching long-range achievements of a unit as they relate to the unit’s mission. These goals can focus on a core service or key function of the unit. The goal is usually not measurable and needs to be further developed as a separate distinguishable outcome, that when measured appropriately, provides evidence of how well you are accomplishing your goal. The goal is primarily used for general planning and is used as the starting point to the development and refinement of an outcome.

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| **GOAL 1:**  Click or tap here to enter text. |

**Outcome #1 (operational or student learning) - INSTRUCTIONS**

An **operational outcome** is a specific statement that describes the result or impact that a critical function, service, or process will produce. The outcome needs to align to a specific goal, address a desired level of productivity, and be measurable so that its achievement can be observed and verified with evidence.

A **student learning outcome** is aligned to a specific goal and addresses a key competency achieved through involvement with a unit/office, and describes measurable learning activities associated with the competency.

**NOTE: Please report at least one outcome for each Program Goal, but no more than three. If you provide more than one outcome, please clearly identify whether it is operational or a student learning outcome.**

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| **OUTCOME 1:**  Operational  -OR- Student Learning  (Please select one)  Click or tap here to enter text. |

**Assessment Method #1 - INSTRUCTIONS**

Method of assessment provides specific description of the identified assessment and how it will measure the results for each outcome. Include a brief description of the process used to evaluate the quality of the unit’s work. Please include a copy of the assessment if available. More than one assessment can be reported for each outcome.

**EXAMPLES:**

**1.) For Operational Outcome:** Surveys of customer satisfaction or student learning, gap analysis; delivered services vs. actual performance, focus groups, formal feedback from advisory groups or committees, compliance with industry/national standards, benchmarking with peer institutions.  
**2.) For Student Learning Outcome:** Rubric (with explanation of scale), specific exam questions related to SLO, specific questions from supervisor/internship/co-op evaluation form. Please include copy of rubric, evaluation form, etc.

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| **ASSESSMENT METHOD 1**  Identify the measurable process used to evaluate the unit’s quality of work for the associated outcome.    Click or tap here to enter text.    **ASSESSMENT METHOD 1** Describe the criteria used to evaluate the outcome’s measure.  Click or tap here to enter text. |

**Performance Target #1 - INSTRUCTIONS**

Performance target is a specific and quantifiable criterion (e.g. percentage satisfied with service, number of clients served, percentage of students achieving outcome) that sets the minimum acceptable performance threshold for each outcome measured**.   
EXAMPLES:**

1. **For Operational Outcome: 70% of students will rate our office’s communication at a 4 or higher on our customer satisfaction survey**.
2. **For Student Learning Outcome: 70% of students will perform at ‘acceptable’ or higher on the designated rubric (attached).**

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| **PERFORMANCE TARGET 1: If you have multiple targets, please label them (e.g. Target 1.1, 1.2, etc.)**  Click or tap here to enter text. |

**Finding #1 - INSTRUCTIONS**

Provide results of the specified assessment method and indicate whether the intended target was met. **Ex. 90% of students rated our office’s communication at a 4 or higher. Target met.**

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| **FINDING 1:**  **If you have multiple findings, please label them (e.g. Finding 1.1, 1.2, etc.)**Please indicate whether your target was met, not met, or partially met.  *Please identify the results.*  Click or tap here to enter text. |

**ACTION PLAN/STEP FOR FINDING(S) 1 - INSTRUCTIONS**

How will you use these assessment results to continue to improve the unit? If you find that you continuously meet the minimum threshold set for this target, how might you increase the expected level of performance to continue to facilitate growth? If this target is related to a long-term or ongoing goal, how might you use this cycle’s assessment results to ensure you meet it? If you find you continue to meet and/or exceed this target, you could consider reporting on a new goal or outcome for future cycles. If you have any tweaks or revisions for any of the above components for future cycles, you may discuss them here.

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| **ACTION PLAN/STEP FOR FINDING 1**  **Response:** Click or tap here to enter text. |

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| **FEEDBACK ON ASSESSMENT OBJECTIVE 1 FROM IE OFFICE ONLY:** |

**Additional Notes #1 - INSTRUCTIONS**

Please include anything you think we should be aware of with regard to this goal or any questions you may have.

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| **Additional Notes 1:** |

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| **FEEDBACK FROM IE OFFICE ONLY:** |

**Assessment Objective 2**

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| **GOAL 2:**  Click or tap here to enter text. |

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| **OUTCOME 2:**  Operational  -OR- Student Learning  (Please select one)  Click or tap here to enter text. |

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| **ASSESSMENT METHOD 2**  Identify the measurable process used to evaluate the unit’s quality of work for the associated outcome.    Click or tap here to enter text.    **ASSESSMENT METHOD 2** Describe the criteria used to evaluate the outcome’s measure.  Click or tap here to enter text. |

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| **PERFORMANCE TARGET 2: If you have multiple targets, please label them (e.g. Target 2.1, 2.2, etc.)**  Click or tap here to enter text. |

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| **FINDING 2:**  **If you have multiple findings, please label them (e.g. Finding 2.1, 2.2, etc.)**Please indicate whether your target was met, not met, or partially met.  *Please identify the results.*  Click or tap here to enter text. |

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| **ACTION PLAN/STEP FOR FINDING 2**  **Prompt**: How will you use these assessment results to continue to improve the unit? If you find that you continuously meet the minimum threshold set for this target, how might you increase the expected level of performance to continue to facilitate growth? If this target is related to a long-term or ongoing goal, how might you use this cycle’s assessment results to ensure you meet it? If you find you continue to meet and/or exceed this target, you could consider reporting on a new goal or outcome for future cycles. If you have any tweaks or revisions for any of the above components for future cycles, you may discuss them here  **Response:** Click or tap here to enter text. |

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| **FEEDBACK ON ASSESSMENT OBJECTIVE 1 FROM IE OFFICE ONLY:** |

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| **Additional Notes 2:** |

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| **FEEDBACK FROM IE OFFICE ONLY:** |

**Assessment Objective 3**

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| **GOAL 3:**  Click or tap here to enter text. |

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| **OUTCOME 3:**  Operational  -OR- Student Learning  (Please select one)  Click or tap here to enter text. |

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| **ASSESSMENT METHOD 3**  Identify the measurable process used to evaluate the unit’s quality of work for the associated outcome.    Click or tap here to enter text.    **ASSESSMENT METHOD 3** Describe the criteria used to evaluate the outcome’s measure.  Click or tap here to enter text. |

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| **PERFORMANCE TARGET 3: If you have multiple targets, please label them (e.g. Target 3.1, 3.2, etc.)**  Click or tap here to enter text. |

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| **FINDING 3:**  **If you have multiple findings, please label them (e.g. Finding 3.1, 3.2, etc.)**Please indicate whether your target was met, not met, or partially met.  *Please identify the results.*  Click or tap here to enter text. |

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| **ACTION PLAN/STEP FOR FINDING 3**  **Prompt**: How will you use these assessment results to continue to improve the unit? If you find that you continuously meet the minimum threshold set for this target, how might you increase the expected level of performance to continue to facilitate growth? If this target is related to a long-term or ongoing goal, how might you use this cycle’s assessment results to ensure you meet it? If you find you continue to meet and/or exceed this target, you could consider reporting on a new goal or outcome for future cycles. If you have any tweaks or revisions for any of the above components for future cycles, you may discuss them here  **Response:** Click or tap here to enter text. |

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| **FEEDBACK ON ASSESSMENT OBJECTIVE 1 FROM IE OFFICE ONLY:** |

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| **Additional Notes 3:** |

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| **FEEDBACK FROM IE OFFICE ONLY:** |

**Additional Items (optional)**

If you wish to include additional goals, outcomes, and measures/targets/findings, please use this generic form. If you are adding a goal or measure/target/finding that align to one of the items listed above, simply note that below.

Copy this page as many times as needed.

**Goal**:

**Outcome:**

**Assessment Method:**

**Performance Target:**

**Finding:**

**Action Plan/Step for Finding:**

**Additional Notes:**