Outcomes Assessment Report

Annual Report for Administrative and Academic/Student Support Units

2014-15

Due October 2, 2015

Administrative/Academic/Student Support Unit:

Contact Person:

Date submitted:

Unit Mission Statement:
Each administrative unit should have its own mission statement that aligns and reflects its unique contribution to UofL's institutional mission: http://louisville.edu/about/. The mission statement is a brief description of the unit and what it does including its purpose, areas of service responsibility, and clients served.

Unit Mission Statement:

Goal 1
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.

Goal 1:

Outcome 1 (operational or student learning)
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.

Outcome 1:

> **Assessment Method**
> 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:
> 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.

Assessment Method 1:

> **Performance Target**
> 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.

Performance Target 1:

> **Findings**
> Provide results of the specified assessment method and indicate whether the intended target was met.

Findings 1:

Goal 2
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.

Goal 2:

Outcome 2 (operational or student learning)
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.

Outcome 2:

Assessment Method 2:

Performance Target 2:

Findings 2:

Goal 3
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.

Goal 3:

Outcome 3 (operational or student learning)
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.

Outcome 3:

Assessment Method
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:
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.

Assessment Method 3:

Performance Target
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.

Performance Target 3:

Findings:
Provide results of the specified assessment method and indicate whether the intended target was met.

Findings 3:

> **Action Plan:**
> This provides evidence of "closing the loop", by utilizing the assessment results indicated throughout the report to indicate strategies for continuous program improvement to enhance the operation and performance of your unit.

Action Plan:

Additional items (optional)

If you wish to include more than the three goals (listed above) and their aligned outcomes and measures, targets and findings, please use this generic form. Note it as Goal 4, Outcome 4, Measure 4, Target 4, and Findings 4, etc.

If you are adding an additional outcome that aligns to one of the three goals (listed above), please use this generic form and note below to which goal (1, 2, or 3) it aligns. You also will need to include measure, target, and findings

If you are adding an additional measure, target, and findings that align to one of the three goals and outcomes (listed above), please use this generic form and note below to which goal and outcome (1, 2, or 3) it aligns.

Copy this page as many times as needed.

Goal #__:

Outcome #__:

Measure #__:

Target #__:

Finding #__: