Expected Outcomes
Specific statements about what should occur as a result of the core services or functions your unit performs.

- An outcome must align with university mission and strategic plan, while demonstrating movement toward unit-specific improvement.
- An outcome must be measurable so that its achievement can be observed and verified with evidence.
- Educational support units might have student learning outcomes instead of, or in addition to, operational outcomes.
- Progress towards or completion of a strategic or long-term goal can be written as an outcome.

Measures
Assessment methods should align with outcomes and measure achievement.

- Administrative and indirect measures include: activity volume, benchmarking, document analysis, evaluations, focus groups, graduation/retention rates, job placement data, surveys
- Direct measures (student learning) include: authentic performances/demonstrations, exams, evaluations, juried activities with outside panels, portfolios, pre/post tests, presentations, projects

Targets
Criteria for success are quantifiable performance targets geared toward improvement

- Aspirational, but attainable
- Meaningful
- Developed based on structure of assessment method being used

O: Human Resources Management will improve the performance appraisal process for classified and unclassified employees through training and follow up.
M1: Tally supervisors trained
M2: Analysis of evaluations
T1: 80% of supervisors will be trained
T2: 80% of evaluations will be completed correctly

O: The Admissions office will increase FTE in 2015-16.
M: Number of FTE
T: FTE will increase by 5% in the 2015-16 academic year.

O: Customer requests received by the Help Desk will be promptly acknowledged and satisfactorily resolved.
M1: Analyze ticket log
M2: Satisfaction survey administered to all students, faculty and staff using services
T1: 75% of tickets will be resolved within 24 hours
T2: 80% of respondents will indicate that their request was satisfactorily resolved

O: The Registrar’s office will provide accurate course enrollment data.
M: Audit
T: Student credit hour auditors from the governing board will verify the accuracy of class enrollment each semester reporting “no adjustments required.”

O: Students will be able to effectively use library services after attending orientation session.
M: Performance assessment by library staff
T: 90% of students attending orientation session will receive a favorable performance assessment by library staff

O: The faculty development seminars will enhance awareness of diversity issues that may affect classroom climate and students’ ability to learn.
M: Pre/post test
T: All participants will increase test score by at least 5%.

O: Implementation of a new telecommunication system will reduce cost and improve efficiencies.
M: Benchmark implementation of progress.
T: 50% of infrastructure will be in place by April 2015.

Results
Summary of findings and relevant data
- Reported in aggregate form (program or unit rather than individuals)
- Maintain anonymity of all participants
- Offer cogent analysis
- Exhibit multiple years of data to illustrate improvement
- Include supporting documentation

Closing the Loop
Action plans - implementation and documentation of changes made as a result of findings
- Clearly based on findings, map back to outcomes and measures
- Clearly state changes implemented and include plan for tracking success

ACTION ITEMS – DUE JANUARY 16

Fall 2014 Cycle
- Report findings for all measures
- Upload supporting documentation to Document Management file
- Create closing the loop action plans based on data

Spring 2015 Cycle
- Review IE plan
- Make changes to ensure quality components
- SLO’s, measures, targets