

Annual Assessment of Targeted Outcomes for Support Units (insert department or division name) Budget Year (insert)

Note: The current budget year is the year that has just ended when the report is due.

Section A: Background and Context

1. List unit composition and function, including any subunits (e.g. departments under a division)
 - This is a high level description of the entire unit (department or division) in a concise way to help others understand your role in the university.
2. Describe the organization of the unit (division or department). Include the names, titles, and major job functions of personnel.
 - This section is to help readers understand the structure of the unit and any relationships. The descriptions do not need to be exhaustive, but should be sufficient so that someone who isn't an expert in that unit can understand what each position does and their relation to others in the unit.
 - It is extremely helpful to include an organizational chart here, but if you find a list more helpful, then you can use that method. You can also include other wording, if helpful in understanding the position but it should be concise.
 - For positions that are expected to frequently have different people filling the position, e.g. student worker positions or temporary contract staff, you can have just the position title and then what type of worker is expected in that position.
 - For positions that should be longer term but have frequent changes in persons filling the position, approximate the duration of people who filled the position during this budget year.
 - For positions that have been frozen or unfilled, indicate that in the chart as well. Definitely include these positions in your organizational chart.

Attachments for this section should be in Appendix A

- Units with divisions or departments, please include the subunit organizational charts in an Appendix.

Examples of this section can be found at [Section A Examples: Annual Assessment Support Instructions](#) .

Section B: Unit Mission and Alignment

3. Articulate: State the mission statement of the unit.
 - This should be broad and stable from year to year. You may want to modify your mission statement when a new strategic plan comes out or when your unit changes significantly (e.g. two units are joined or more functions are added to your responsibilities).
4. Alignment: Explain how the unit's mission supports the University's mission, goals, and any relevant strategic initiatives.
 - Please be concise ($\frac{1}{4}$ of a page to $\frac{3}{4}$ of a page).
 - Your unit's mission may **not** directly support every item in the University's mission or goals or strategic initiatives; focus on those items that most clearly connect to your unit.
5. Response: What is your unit doing to specifically address the University Strategic Plan (available through the President's Office)?
 - Do be specific (call out which goal or strategic initiative you are addressing).
 - This could be a paragraph, a table, or a bulleted list.

Attachments for this section should be in Appendix B

- Units with divisions or departments, please include
 - the subunit mission statements,
 - alignment of subunits with overall unit's mission statement.

Section C: Goals and Targeted Outcomes

6. Articulate the broad goals for the unit.
 - Goals should be in support of the unit’s mission statement.
 - Goals should be broad.
 - Goals may change from year to year but it is not required.
 - Goals should generally last more than one year so that you can assess changes made and/or collect multiple year data for analysis.
 - Goals may include how your unit serves other units/consumers on campus.
 - For units with divisions or departments, not every goal may be addressed by all divisions or departments. But every division or department in the unit should address at least one (and preferably more) goal.
7. List specific outcomes with measurable targets for each goal. These are Targeted Outcomes.
 - Targeted outcomes should be specific in what they intend to measure.
 - Targeted outcomes should indicate what success looks like. For example
 - At least 93% of freshmen will attend the required number of chapels.
 - At least 95% of daily reconciliation of cash drawers is achieved per month.
 - Less than 30% of emails received by the department are requesting information that is already available on the website.
 - A concise summary of how/why the targeted outcomes were set should be provided. Include any relevant external reporting cycle (to administration, Board, government, auditors etc) that inform this process.
 - For units with divisions or departments, targeted outcomes are frequently at the division or department level. Summarizing those targeted outcomes might be necessary to keep the report concise. For example a unit might have a goal of “Achieve a high level of satisfaction from students using our services.” Then each department in that unit might have a specific targeted outcome relating to measuring the student satisfaction with their services.

Attachments for this section should be in Appendix C

- Any summaries or documents relating to goals. For example, if there are industry standards that were used as reference in setting goals, or new requirements from the federal government that prompted the setting of a new targeted outcome.

Section D: Current Year Data Collection

8. Summarize the following:
 - Targeted outcomes measured or assessed during the budget year.
 - Method(s) of assessment used; if a survey or other assessment tool was used, include it here.
 - Summary of the assessments data (i.e., progress toward targets); include evidence (charts with tabulated data can be in the body of the document or the appendix, but no raw data in either place).
9. Based on the outcomes of the assessment, identify how well the unit is meeting its targeted outcomes (e.g., provision of service in an efficient, timely, and effective manner).

Items 8 & 9 can be combined together to make a coherent narrative.

Attachments for this section should be in Appendix D

- Any longer data presentations (but still not raw data or identifying data).
Please do not include any data with student names.

Section E: Use of Data

10. Summarize how assessment results (including assessments, audit information, customer service surveys, consultant reports) from the prior year were shared within the unit.
11. Summarize what changes, if any, were made based on the assessments conducted last year. (Include here changes to composition of departments, different uses of resources and technology, etc.)

Attachments for this section should be in Appendix E

- Supporting documents, e.g excerpts of unit or department meeting minutes regarding assessment, if available.

Section F: Planning

12. What changes need to be implemented in the coming year in order to address desired improvements? Be specific and include how the improvement will be measured.
13. Summarize future assessment plans.
 - State targeted outcomes that will be assessed and reported on for next budget year.
 - A well developed plan will include multiple years (3-5) of targeted outcomes and assessment plans.
 - Additional descriptions and targeted outcomes may be developed as the next budget year progresses, but the unit should have some targeted outcomes scheduled.

Attachments for this section should be in Appendix E

- Any assessment instruments that are going to be used, if already known.

Section G: Additional Information (optional)

14. If there is anything else you wish to include in the report that would be relevant to assessment but doesn't fit into the report template, it can be included here.

Attachments for the overall report should be in Appendix G

- Units with divisions or departments, please include those divisions' or departments' more detailed reports.