

## Assessment Report Checklist

### Program Unit Outcomes

Unit outcomes should...

- Focus on **current** services, processes or instruction
- Be clearly and succinctly stated
- Be under the control or responsibility of the unit
- Be meaningful, not trivial
- Be measurable
- Be actionable; lead to improvements
- Lead to non “yes/no” results

Tips for developing unit outcomes:

- Develop a master list of what the unit does (services or functions)
- From this list, identify the three most important services or functions

Types of Outcomes:

- Efficiency
- Accuracy
- Effectiveness
- Client satisfaction

- Quality
- Comprehensiveness
- Compliance with standards