Reference: 7.3: Administrative Effectiveness

Assessment Plan Quick Reference Guide

Unit Outcomes

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| Unit Outcomes | 1. (3) Outcomes statements. 2. A desired effect of an event, activity, department experience, etc. that is specific and measurable. Outcomes are more specific than goals. |
| Assessment Measures | 1. (2) Measures per unit outcome. 2. Quantitative assessment measures or qualitative assessment measures. |
| Evaluation Tools | 1. Tool used to assess the measure. |
| Performance Targets | 1. The desired performance levels. |
| Results and Analysis | **NOT INCLUDED IN THE ASSESSMENT PLAN** |
| Improvement Plans |

**Example:**

**Unit Outcome:** *The Registrar’s Office processes transcript requests in a timely manner.*

**Assessment Measure:** *Response Time.*

**Evaluation Tool:** *Checklist.*

**Performance Target:** *At least 90% of the processed transcripts for the fall semester will be completed within 24 hours by the Registrar’s Office.*