Institutional Effectiveness Professional Development
Administrative Units, Academic and Student Support Services, Centers and Institutes

Outcomes
Specific statements about what should occur as a result of the core functions or services the unit performs. An outcome must be measurable so that its achievement can be observed and verified with evidence. Progress towards or completion of a strategic, long-term goal can be written as an outcome.

Assessment Method
Assessment methods should align with outcomes and measure achievement. Administrative and service unit measures include: activity volume, benchmarking, document analysis, evaluations, focus groups, graduation/retention rates, job placement data, surveys, etc.

Finding
Clear, concise summary statements reported in aggregate form (no individual identifying information).

Action
Closing the loop: changes being made as a result of findings. Actions should clearly map back to outcome, measure and finding. What improvements are being made based on data collected?

Considerations
The IE process is designed to obtain meaningful data that can be used for improvement purposes. Consider how the data collected will be used – will it generate and facilitate discussions among faculty and staff? Will it help guide decision making and planning? Assessment plans should be developed so that data collected is relevant and detailed enough to be actionable.

Examples

Outcome	Assessment Method	Finding	Action
Employee requests received by the Help Desk will be promptly acknowledged and satisfactorily resolved.	Analyze ticket log; Satisfaction survey administered to all students, faculty and staff using services.	75% of tickets were resolved within 24 hours, 25% of networking issues required additional time and support; 80% of respondents reported their request was satisfactorily resolved, survey comments indicate employees would appreciate additional follow up.	Staff training related to networking issues and new follow up protocol has been scheduled for the summer.

Outcome	Assessment Method	Finding	Action
The faculty development seminars will enhance awareness of diversity issues that may affect classroom climate and students' ability to learn.	Pre/post test administered to seminar participants.	85% of faculty who attended the diversity seminar increased their score in all areas. 25% missed questions about multicultural lenses.	At the next seminar, presenters will add a more detailed explanation and video regarding multicultural lenses.

Outcome	Assessment Method	Finding	Action
Increase undergraduate enrollment by 5%.	Official Fall 2015 enrollment data.	Although our overall undergraduate enrollment did increase by 3% (N=500), our transfer student numbers declined by 10% and we matriculated significantly fewer students from Houston than in previous years.	Develop transfer student initiative that will include training admissions counselors, developing handbook, transfer orientation. Targeted recruitment efforts (including high schools and fairs) in Houston will be scheduled in Spring 2016.

Outcome	Assessment Method	Finding	Action
Students will be able to effectively use library services after attending orientation session.	Performance assessment conducted by library staff.	90% of students attending orientation session received a favorable performance assessment by library staff, most deficiencies related to ability to access online journals.	Future orientations will include emphasis on online journal use.

Outcome	Assessment Method	Finding	Action
Implementation of a new telecommunication system in order to improve operations and reduce cost.	Benchmark implementation of progress.	50% of infrastructure was in place as of April 2015, there have been significant issues with disconnection of old system.	In order to meet original deadline and budget, additional resources (personnel) will be allocated to effort during Fall 2015 to address old system issues.

Outcome	Assessment Method	Finding	Action
Increase number and diversity of research grant applications.	Annual analysis of application submissions (number, type, level, scope, etc.).	5 applications submitted (compared to 3 last year), 4/5 were submitted to private funding sources. Topic areas: 2 pure research, 3 innovation or model development.	Increase submissions to federal and state agencies. Develop submissions in the outreach and training category.