|  |  |  |
| --- | --- | --- |
| **OFFICE OF ACADEMIC EFFECTIVENESS**  **ASSESSMENT PLANNING AND REPORTING TEMPLATE FOR ADMINISTRATIVE UNITS** | | |
| **The administrative assessment process at the Georgia Institute of Technology seeks to identify expected outcomes of its non-academic support services in areas such as service quality (i.e. usage reports, response times, error/clean rates, satisfaction rates) or fiscal performance (i.e. fund raising, research grants, auxiliary income) and to demonstrate the extent to which desired results are achieved in service to the educational mission of the Institute.**  **Questions please contact Jennifer McCormick, Accreditation Manager:** [**jennifer.mccormick@gatech.edu**](mailto:jennifer.mccormick@gatech.edu) | | |
| **Unit:** | **Division:** | **Contact Name:** |
| **Email Address:** | **Phone:** | **Assessment Cycle:** |
|  |  |  |
| **Section 1: General Information** | | |
| **Section 1 Due Date: Date Submitted:** | | |
| 1. **Mission Statement** | | |
| *The mission of (name of unit) is to (primary purpose) by providing (unit primary functions or activities) to (unit stakeholders).* | | |

|  |  |
| --- | --- |
| **Section 2: Outcomes, Methods, Expected Results, Actual Results (Provide Three of Each), and Next Steps** | |
| **Section 2, #1-4 Due Date: Date Submitted:** | |
| 1. **Identify An Expected Outcome for the Year (specific and measurable)** | |
| *Rather than focusing on all the things the unit wants “to do,” design outcomes where the unit drives service quality, efficiency, or effectiveness.*  **Expected Outcome #1:** | |
| 1. **Outcome’s Alignment with the** [**Institute Strategic Plan**](https://strategicplan.gatech.edu/strategic-plan-2020-2030)   ***Amplify Impact***  ***Champion Innovation***  ***Connect Globally*** | ***Expand Access***  ***Cultivate Well-Being***  ***Lead by Example*** |
| 1. **Identify Assessment Methods: e.g. Assessment Methods and Data Sources: Surveys, gap analyses, focus groups, formal feedback from advisory group, dollar value, comparisons to best practice in the profession, analysis of service usage, review of website hits, percentage of requests for services filled, external reviews by consultants or accrediting bodies, audit reports, student success rates, external funds awarded, analysis of error rates, processing time** | |
| *State the method(s) the unit will use to collect information on each expected outcome.*  **Method(s) for Expected Outcome #1:** | |

|  |
| --- |
| 1. **Expected Results** |
| *Identify the level of performance the unit expects to achieve.*  **Expected Result(s) for Expected Outcome #1:** |

**Section 2, #5-6** **Due Date: Date Submitted:**

|  |
| --- |
| 1. **Actual Results** |
| *For each Assessment Method, specifically state the actual results.*  **Actual Results(s) for Expected Outcome #1:** |

|  |  |
| --- | --- |
| 1. **What’s Next? – Future Plans Related to Results** | |
| *Thinking about the actual results for this outcome, what’s next for the unit?* | |
|  | |
| 1. **Identify An Expected Outcome for the Year (specific and measurable)** | |
| *Rather than focusing on all the things the unit wants “to do,” design outcomes where the unit drives service quality, efficiency, or effectiveness.*  **Expected Outcome #2:** | |
| 1. **Outcome’s Alignment with the** [**Institute Strategic Plan**](https://strategicplan.gatech.edu/strategic-plan-2020-2030)   ***Amplify Impact***  ***Champion Innovation***  ***Connect Globally*** | ***Expand Access***  ***Cultivate Well-Being***  ***Lead by Example*** |
| 1. **Identify Assessment Methods: e.g. Assessment Methods and Data Sources: Surveys, gap analyses, focus groups, formal feedback from advisory group, dollar value, comparisons to best practice in the profession, analysis of service usage, review of website hits, percentage of requests for services filled, external reviews by consultants or accrediting bodies, audit reports, student success rates, external funds awarded, analysis of error rates, processing time** | |
| *State the method(s) the unit will use to collect information on each expected outcome.*  **Method(s) for Expected Outcome #2:** | |
| 1. **Expected Results** | |
| *Identify the level of performance the unit expects to achieve.*  **Expected Result(s) for Expected Outcome #2:** | |
| 1. **Actual Results** | |
| *For each Assessment Method, specifically state the actual results.*  **Actual Results(s) for Expected Outcome #2:** | |
| 1. **What’s Next? – Future Plans Related to Results** | |
| *Thinking about the actual results for this outcome, what’s next for the unit?* | |
|  | |
| 1. **Identify An Outcome for the Year (specific and measurable)** | |
| *Rather than focusing on all the things the unit wants “to do,” design outcomes where the unit drives service quality, efficiency, or effectiveness.*  **Expected Outcome #3:** | |
| 1. **Outcome’s Alignment with the** [**Institute Strategic Plan**](https://strategicplan.gatech.edu/strategic-plan-2020-2030)   ***Amplify Impact***  ***Champion Innovation***  ***Connect Globally*** | ***Expand Access***  ***Cultivate Well-Being***  ***Lead by Example*** | ***Expand Access***  ***Cultivate Well-Being***  ***Lead by Example*** |
| 1. **Identify Assessment Methods: e.g. Assessment Methods and Data Sources: Surveys, gap analyses, focus groups, formal feedback from advisory group, dollar value, comparisons to best practice in the profession, analysis of service usage, review of website hits, percentage of requests for services filled, external reviews by consultants or accrediting bodies, audit reports, student success rates, external funds awarded, analysis of error rates, processing time** | |
| *State the method(s) the unit will use to collect information on each expected outcome.*  **Method(s) for Expected Outcome #3:** | |
| 1. **Expected Results** | |
| *Identify the level of performance the unit expects to achieve.*  **Expected Result(s) for Expected Outcome #3:** | |
| 1. **Actual Results** | |
| *For each Assessment Method, specifically state the actual results.*  **Actual Results(s) for Expected Outcome #3:** | |
| 1. **What’s Next? – Future Plans Related to Results** | |
| *Thinking about the actual results for this outcome, what’s next for the unit?* | |