

How to Create an Assessment Success Story:

The Ohio State University's
Organizational Effectiveness Model



Presenters

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Overview

- Why Assess?
- Organizational Effectiveness Model
 - Steps 1 to 4
- Reflection and Change
 - Step 5

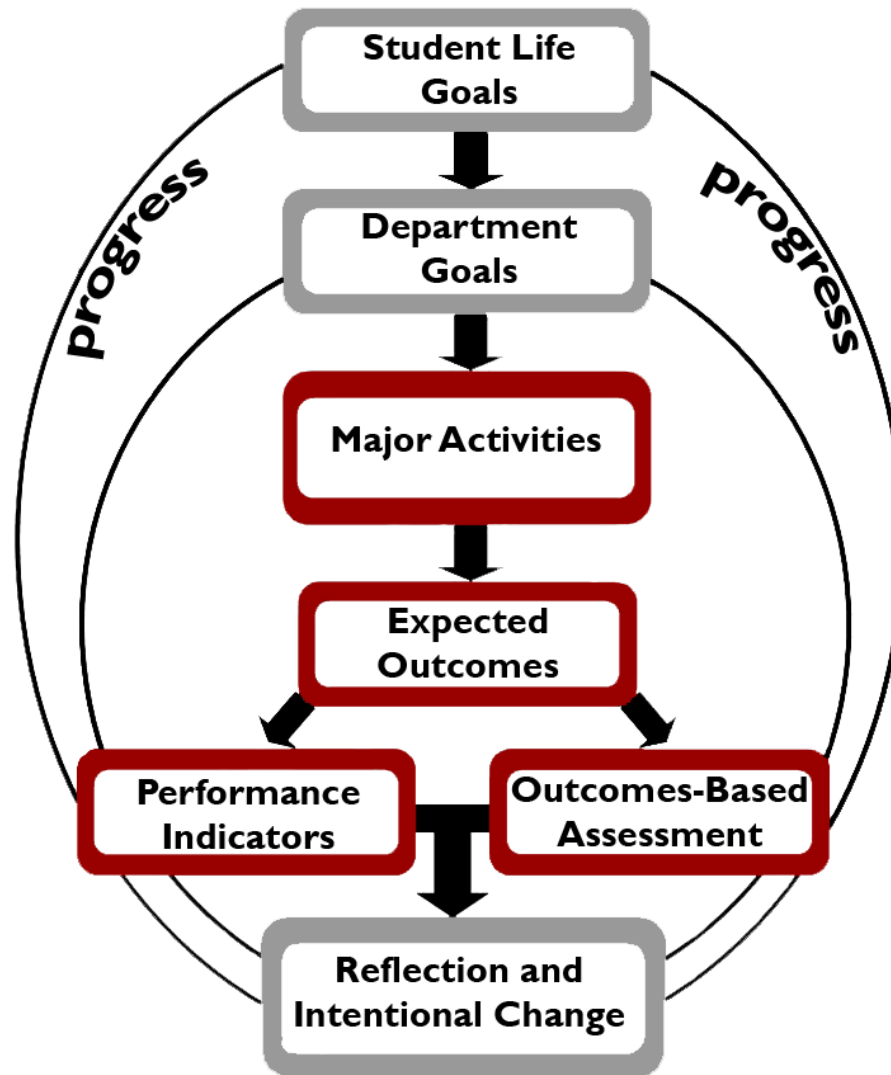


Why Assess?

- Demonstrate what you're doing works
- Answer important questions with data
- Reflect on answers and implement change



Organizational Effectiveness Model



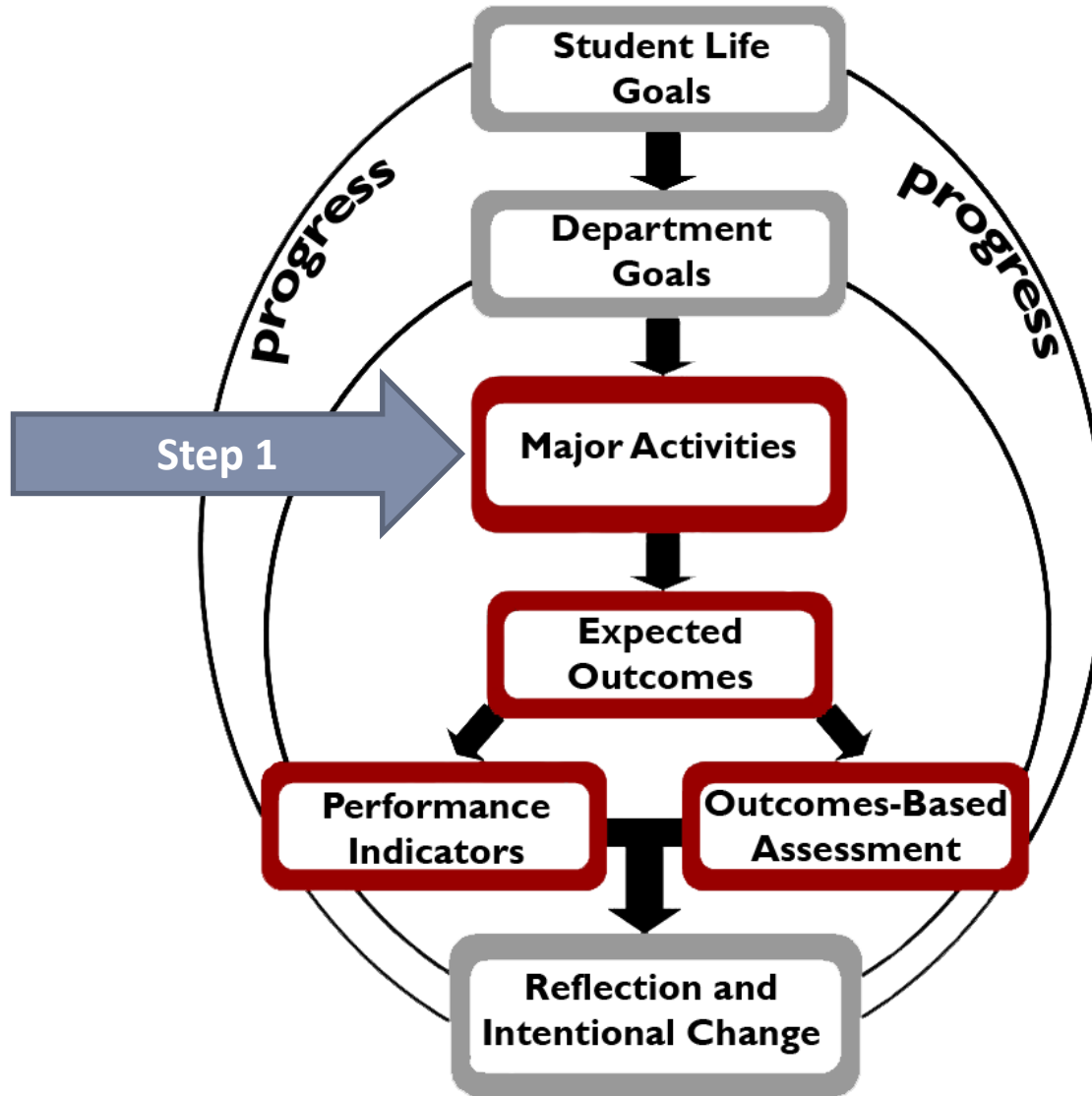
Organizational Effectiveness Model

Step 1: What are the overarching things you do?
= MAJOR ACTIVITIES

Step 2: What do you want to achieve or accomplish?
= EXPECTED OUTCOMES



Major Activities



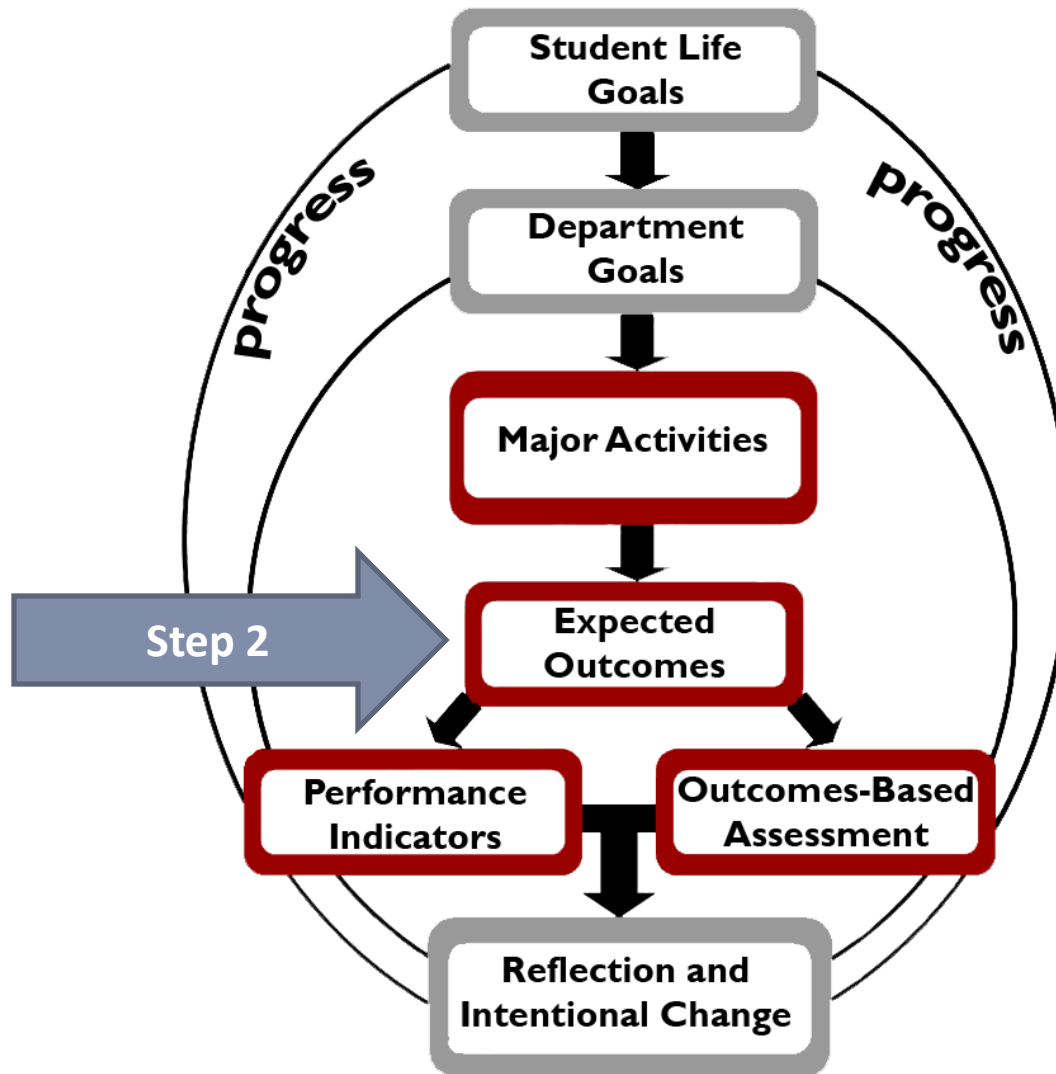
Major Activities

- Brief snapshots
- 3-5 per department

Example: Department X focuses on (1) educating students, (2) providing personalized health services, and (3) producing health-related research



Expected Outcomes



Expected Outcomes

- Support Major Activities
- Outline anticipated results
- Follow an ABCD method
- 1-3 Outcomes per Major Activity



ABCD Method

A: Audience (who)

B: Behavior (what)

C: Condition (because of what)

D: Degree (to what extent)

Example: **As a result of participating in X program (C), students (A) will be able to recognize (B) three ways (D) to get involved at OSU.**



Organizational Effectiveness Model

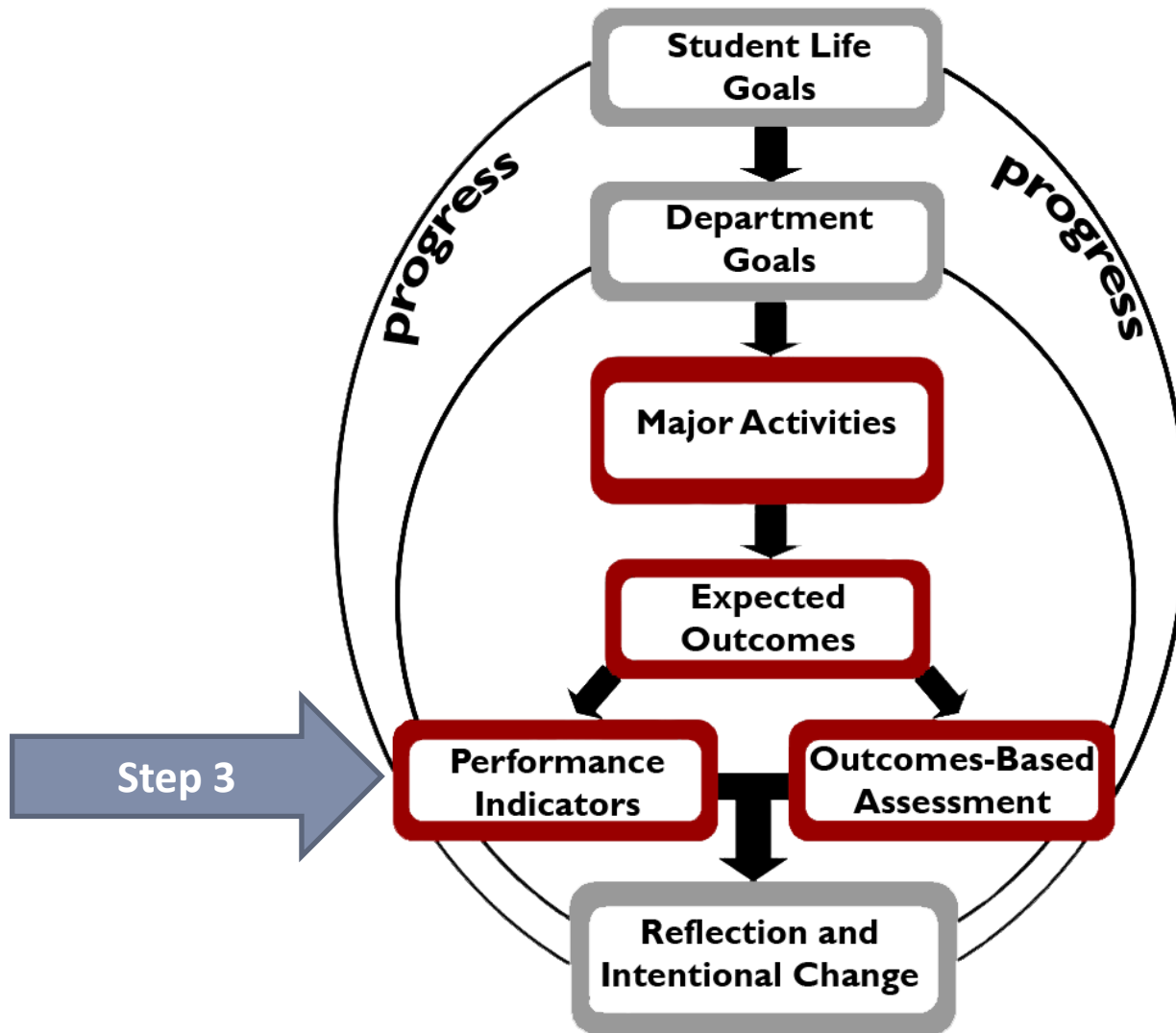
Step 3: What evidence shows that you are reaching your outcomes?
= PERFORMANCE INDICATORS



Step 4: Which aspect of your work do you want to highlight through a more detailed assessment?
= OUTCOMES-BASED ASSESSMENT



Performance Indicators



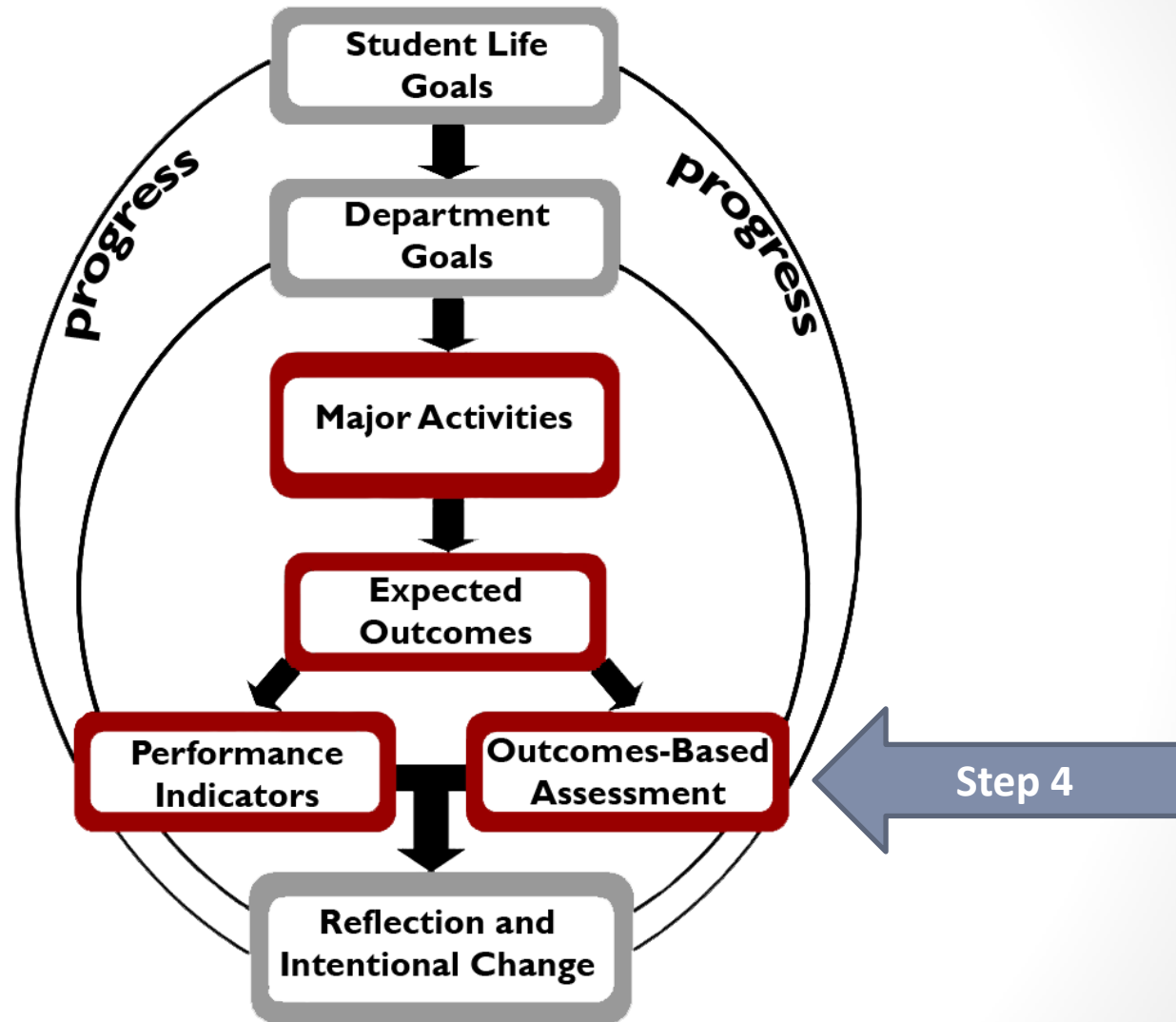
Performance Indicators

- Management Tools
- Data about Tasks
- Support Expected Outcomes

Example: Students indicated that they Agreed or Strongly Agreed 94% of the time with the statement: “I feel safe in my residence hall.”



Outcomes-Based Assessment



Outcomes-based Assessment

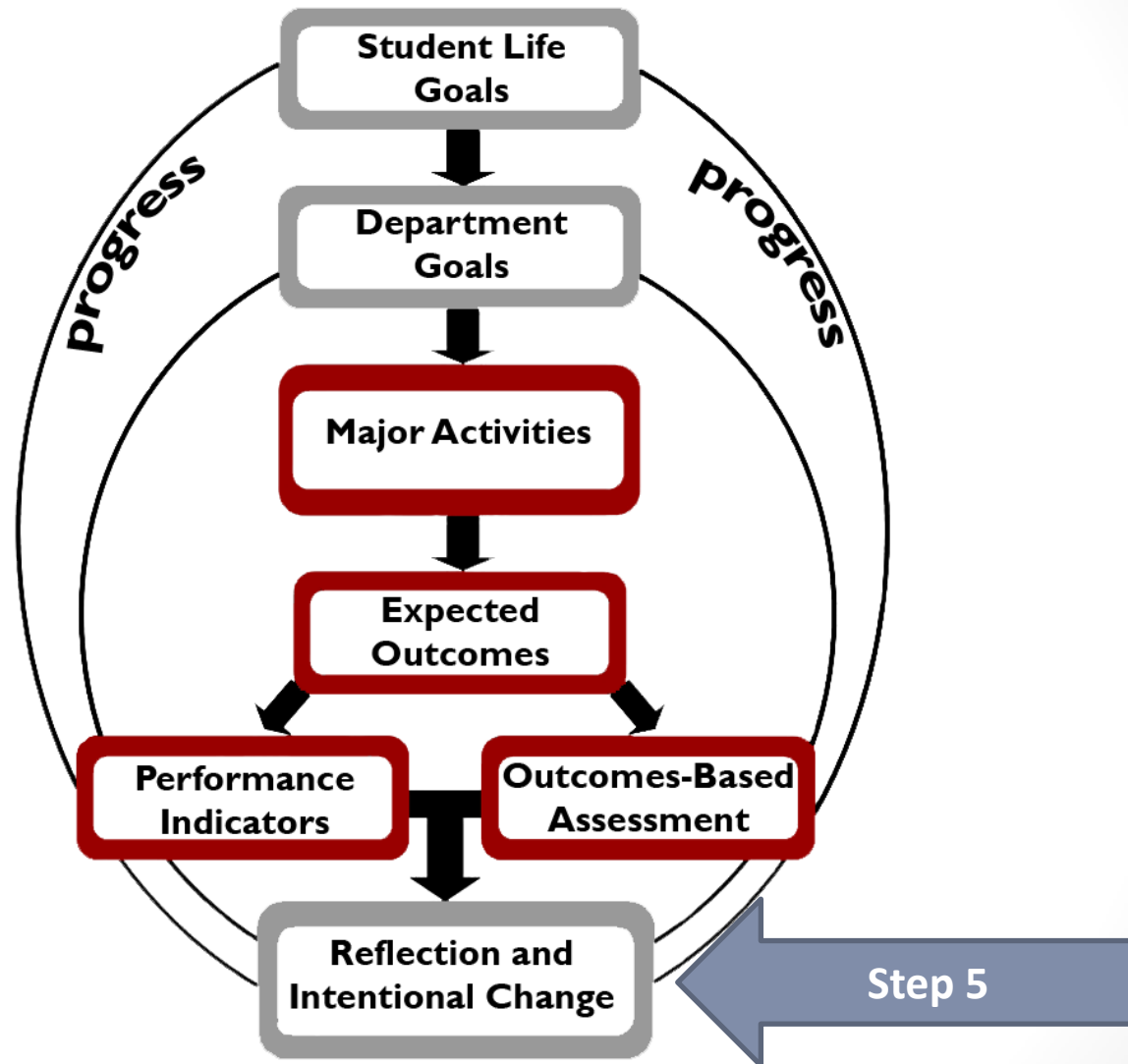
- One outcome
- In-depth research
- Qualitative or Quantitative

Example: Housing Outcomes Measurement & Evaluation Survey (HOME)

Example: Commuter Focus Groups



Outcomes-Based Assessment

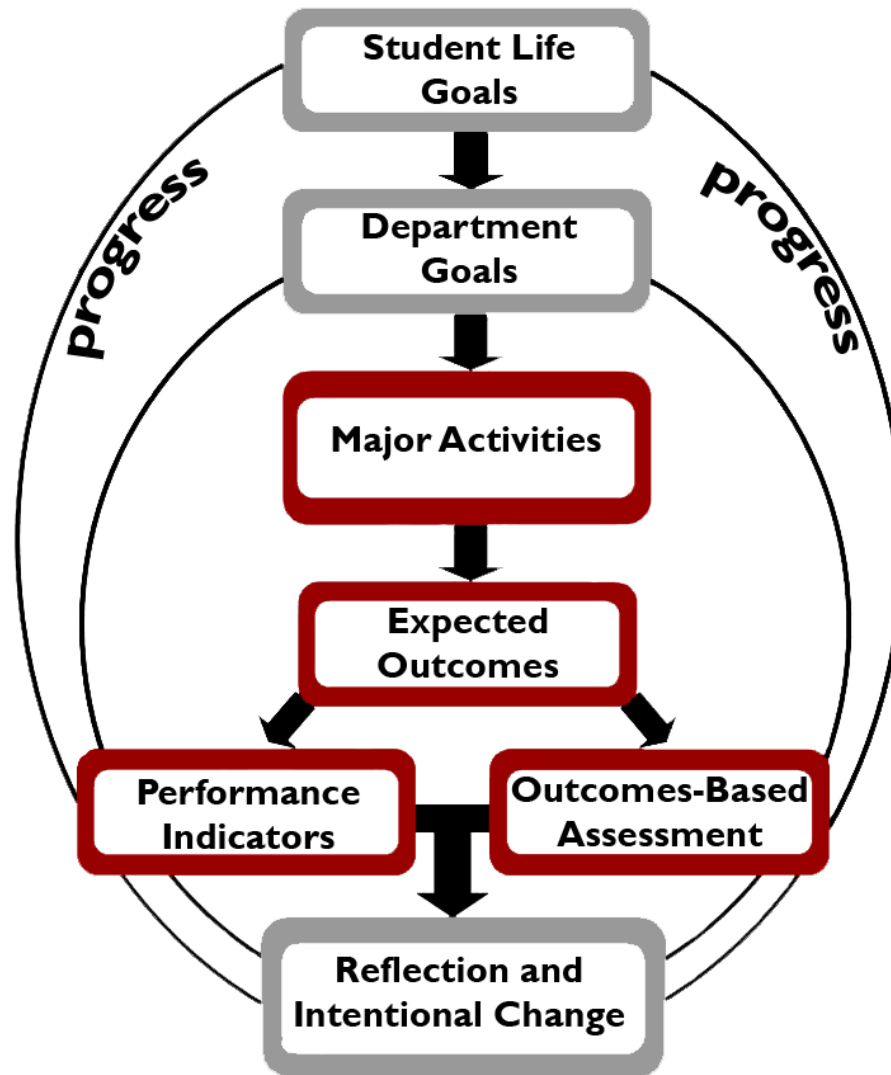


Reflection & Intentional Change

- Review Outcomes-based Assessment (4)
- Analyze Performance Indicators (3)
- Assess Expected Outcomes (2)
- Reflect on Major Activities (1)
- Institute change (5)
- Repeat assessment process



Organizational Effectiveness Model



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