

COMPONENTS OF AN ASSESSMENT PLAN

MAJOR ACTIVITY

DESCRIPTION

- They define what your department does on a day-to-day-basis
- Each department should have between 3-6 Major Activities

EXAMPLES

- Offer comprehensive preventative services (Student Health Services)
- Offer psychotherapy services (Counseling and Consultation Services)
- Create Community (University Residences)
- Assist with and design learning-living environments (Facilities: Planning and Design)
- Provide great dining experience for our students and other university community members (Dining)

PERFORMANCE INDICATORS

DESCRIPTION

- Performance Indicators are quantifiable measurements. They may include counts, rates, attendance, percentages, GPA's, costs, etc.
- Is the program itself meeting its expectations?

EXAMPLES

- Time it takes to respond to a maintenance request
- Number of students that attend a campus event
- Number of clients seen per semester
- Amount of wait-time for a service
- GPA of students in your program compared to those not in the program
- "As a result of additional training and operational improvements, Student Life staff and housing students will benefit from increase of 3% in the number of incidents meeting service level agreements" (Technology Services)
- "As a result of development efforts Student Life will meet or exceed the campaign goal of \$9.5 million by raising \$1.35 million annually over the seven-year campaign" (Development)

OUTCOMES

DESCRIPTION

- What will the student do or learn as a result of your service/program?

COMPONENTS OF AN ASSESSMENT PLAN

- How will this program/service affect the student?
- What will we help a student achieve/obtain in regards to learning or development?

These questions, by nature, require more than just a “count”. They require us to dig a bit deeper to measure them.

EXAMPLE

- “As a result of *It’s Abuse*, students will be able to recognize signs of relationship abuse” (Student Wellness Center)
- “As a result of MCC advocacy and outreach efforts, students will have their cultural, career, educational, emotional, physical and spiritual needs better served” (Multi-Cultural Center)
- As a result of participating in intramural sports, participants will practice life skills such as teamwork, leadership, and persistence.
- As a result of working with assessment coaches, partners will be more comfortable with each component of the assessment process (Center for the Study of Student Life)