TAKING ACTION THROUGH ASSESSMENT FOR IMPROVEMENT
Class goals

You will learn:

- what steps to take after analysis of data,
- what actions to take that lead to improvement.
OVERVIEW: Administrative Outcomes Assessment

1. Identify Unit Processes & Write Related Outcomes
2. Develop Measures of Outcomes
3. Assess Outcomes using Multiple Methods
4. Organize and Interpret Results of Assessments
5. Develop Action Plan to Improve Unit Effectiveness
Requirements

- Administrative Units are expected to report
  - the results of each of their assessment methods
  - an action plan for each outcome based on their assessment results

- Report and implement action plans for improving the unit’s effectiveness
Action Plans

- Lead to continuous improvement
- Enhance effectiveness of program
- Provide for efficient use of resources
Institutional Effectiveness Survey

- Conducted annually and designed to serve as a measure of unit effectiveness
- Measures six cornerstones of effectiveness:
  - TIMELINESS
  - KNOWLEDGEABLE
  - ACCESSIBILITY
  - COURTEOUS
  - EFFICIENT
  - OVERALL SATISFACTION
IE Survey 20100-2011

- New format for scores
- Let’s examine how to read the results