Worksheets for Support Services Assessment

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Diagram adapted from The Assessment Model – University of San Francisco
Why Assessment?

1. Purpose
   - To clarify our purpose

2. Evidence of Purpose Fulfillment: Effectiveness and Accountability
   - To answer the question: Are we effective?
   - To be accountable to our customers

3. Findings – SWOT Analysis
   - To tout, develop and take advantage of strengths and successes
   - To find areas of weakness to improve
   - To take advantage of opportunities
   - To manage threats

4. Planning
   - To strategically plan for the future
   - To budget for changes

5. Action
   - To take action based on evidence/data
Five Main Questions of Assessment

1. What is your purpose/mission?

What are your goals (only 3 or 4)? Which Institutional Core Themes do they serve?

- Avoid framing goals as action or project statements: “Establish a staff development program”
- Instead frame goals as desired outcomes or ends to achieve: “Maintain a well-trained staff” or “Staff will be trained and current on all job-related regulations and procedures”.

Goal 1

Goal 2

Goal 3

Goal 4
Establish an Assessment Plan

2) What do you do to fulfill your purpose/goals?
   - What actions do you take to accomplish your goals?

Goal 1:

Goal 2:

Goal 3:

Goal 4:
Assessment – Gathering Evidence/Measures/Data

3) What evidence, measures or data show purpose/goal fulfillment?
What data do you already collect related to your mission statement and your goals?
What additional data would be helpful to make strategic decisions?
  • How will you collect your data? What instrument of measure will you use – a survey, a test?
  • Who are the target stakeholders, what is the sample?
  • When will you assess?

Two Types of Measures
  Quantitative: Numbers - How many, how much?
  Qualitative: Stakeholder Satisfaction - How good?

Describe your measurement plan for each goal.

Goal 1

Goal 2

Goal 3

Goal 4
Assessment Standards

3) What standards do you set that show goal fulfillment?

Establish the Bar/Benchmarks

- Threshold – Minimum acceptable level or Target – Your ultimate goal
- Eg. 75% of students will respond that they are satisfied with service (Rate of 4 or 5). Or Average ranking will be > 3 on a 5 point scale. 1=Very unsatisfied; 2=Somewhat Unsatisfied; 3=Neutral; 4=Somewhat Satisfied; 5=Very Satisfied.

Goal 1

Goal 2

Goal 3

Goal 4
Gather Data: Use Findings - SWOT Analysis

4) What does your data say? How are you doing?

S – What are your strengths & successes? How can you develop or take advantage of them?

W – What are your weaknesses, where do you need to improve?

O – What opportunities from the outside should you be taking advantage of?

T – What threats from the outside should you be managing?
Take Action

5) Use Findings to Strategically Plan Changes

What should you do about the findings?
- What were the results from last year’s actions? Did they help? Any adjustments needed?

- What changes/improvements are needed?
  Goal 1

  Goal 2

  Goal 3

  Goal 4

Are changes needed to the Assessment Process?
- Changes to goals?

- Changes to measures/benchmarks?

- Changes to data gathering process?
Take Action

5) Close the Loop – What actions will you take? Not all goals need actions every year. SMART Actions: Specific, Measurable, Achievable, Responsible person(s) identified, Timebound

Goal 1

Goal 2

Goal 3

Goal 4

- What budget requests should you make based on your findings?