

1  
Specify  
& Plan

Develop two to four *operational* (efficiency and effectiveness of programs, services, support systems, and processes) and *student-focused* (student learning and development) goals.

Develop specific and measurable outcomes for each goal and identify measures for each outcome.

Establish criteria for each measure.

Review your goals and outcomes to determine a plan for assessment going forward. What will be assessed in the current academic year, the next, etc.

Periodically set aside a formal time to review Phase 1 components (goals, outcomes, measures, and criteria) and update or revise as necessary.

Designate a person to lead the implementation of the assessment and action plan and submit the annual progress report.

Provide each program/unit staff member with access to an updated copy of the assessment and action plan.

Establish a data collection process so evidence/information can be easily collected for review.

2  
Collect  
& Analyze

Collect data/information/evidence for selected goal and outcomes.

Build time into regular staff meetings to review and discuss the assessment results. Keep meeting minutes.

When reviewing the data, consider these questions:

- What are the *strengths* and *weaknesses* observed across the selected measures related to the outcome(s) being assessed?
- How can results be used to make improvements?

Discuss how program/unit processes or services may be improved and develop plans for how recommendations or actions will be implemented.

3  
Action  
& Follow-up

Document the impact of changes implemented previously.

Update the assessment and action plan document and submit the annual assessment progress report.

Sustain a well-designed and manageable assessment plan and process to inform decision-making.