

## Outcome Reporting Template for Administrative Units- Exemplar

Overall directions:

- First, please give the administrative unit summary information below. Give the name of the administrative unit that will be presented in the following tables as well as the name of the unit leader and the assessment point of contact. Please also provide your mission statement.
- Table 1: The first table is for the presentation of your administrative unit outcomes. Each unit should have 3 to 5 unit outcomes.
  - Step 1: For each of your unit outcomes, please explain the measure(s) your unit uses to assess the outcome and give the achievement target for each outcome/measure pair. Please remember that all administrative unit outcomes must have at least one direct measure of assessment.
  - Step 2: For all administrative unit outcomes you collected data on during the 15-16 academic year, please report your findings. If the unit has done something to enhance office efficiency and demonstrated improvement related to a specific outcome, please provide detailed information on the action taken by the unit. If you implemented an action plan during a previous cycle and saw an effect in the administrative unit this year, please reflect on that in the last column in each row. As a reminder, each unit should be measuring at least 3-5 administrative unit outcomes each year.
- Table 2: The second table is for the presentation of any student learning outcomes identified by the academic/student support unit.
  - Step 1: For each of your student learning outcomes, please explain the measure(s) your unit uses to assess the outcome and give the achievement target for each outcome/measure pair. Please remember that all student learning outcomes must have at least one direct measure of assessment.
  - Step 2: For all student learning outcomes you collected data on during the 15-16 academic year, please report your findings. If the unit has done something to enhance office efficiency and demonstrated improvement related to a specific outcome, please provide detailed information on the action taken by the unit. If you implemented an action plan during a previous cycle and saw an effect in student learning this year, please explain that in the last column in each row. The number of student learning outcomes will vary across academic/student support services.

### Unit Summary

*Academic Year:*

*Administrative Unit Name:*

*Administrative Unit Leader:*

*Point of Contact Regarding Assessment (if different than Administrative Unit Leader):*

*Provide a link or attach a file for the strategic plan(s) that guide(s) the work of the administrative unit:*

*Administrative Unit Mission Statement:*

Table 1: Administrative Unit Outcomes

Please list all of your administrative unit outcomes, the assessment measure(s) used to collect data on each outcome, and the achievement target for each outcome/measure pair. Then list the findings, action plans, and comments you have for each administrative unit outcome measured during the 15-16 academic year. As a reminder, units should measure each outcome annually.

<b>Administrative Unit Outcome (AUO)</b>	<b>Assessment Methodology (Measure)</b>	<b>Target</b>	<b>2015-2016 AY Findings Did you meet your target?</b>	<b>Comment on the Findings of the AUO:</b>  1. Explain the assessment findings.  2. Comment on how these findings will impact the assessment process going forward.	<b>Comments Regarding Action Plans for this AUO:</b>  1. Comment on any improvements/changes that were the result of an action plan from the previous year.  2. Discuss the action plan for this AUO for next year, based on the current assessment findings. Include the name of the Assessment Contact for this AUO in your office for the following year.
<p><b>AUO #1:</b></p> <p><u>Example from an Admission's Office:</u> Serve as a link between higher education and the community to counsel and advise students, parents, and community members on the opportunities provided at Virginia Tech.</p>	<p><b>Measure 1:</b> Track the number of outreach activities during the 2015-2016 year, categorizing outreach activities into three categories: Educational Partners Outreach, Corporate/Community Outreach, On-Campus Outreach.</p>	<p><b>Target for Measure 1:</b> In 2014-2015, the Admission's Team participated or led 3,730 outreach activities. The criteria for 2015-2016 is to increase the number of outreach activities by at least 2%, at least an additional 75 events.</p>	<p><b>Findings for Measure 1:</b> During the 2015-2016 fiscal year, the Admission's Team participated or led 3900 outreach activities. This constitutes a 4.6% increase from 2014-2015. Therefore, the target was met.</p>	<p><b>Comment on Findings for Measure 1:</b></p> <ol style="list-style-type: none"> <li>The findings for Measure 1 surpassed the target goal for the fiscal year. Due to increased communication and support from Educational, Corporate, and Community partners, the Admissions team had increased opportunities for outreach.</li> <li>These findings will impact the assessment process going forward as the Admission's team sets targets for the next year and considers the factors that resulted in surpassing the target and if they are</li> </ol>	<p><b>Comments Regarding Actions Plans for Measure 1:</b></p> <ol style="list-style-type: none"> <li>At the end of the 2014-2015 assessment cycle, the Admission's team created an Action Plan to increase communication and support from Educational, Corporate, and Community partners to have more opportunities for outreach. The Action Plan proved to be successful, with an increase in outreach activities of 4.6% for the 2015-2016 fiscal year.</li> <li>Based on the current assessment findings, the Admission's team met to discuss setting the new target for 2016-2017. Based on the new partnerships, the team feels that they can achieve even higher numbers of outreach activities.</li> </ol>

	<p><b><u>Measure 2 (if applicable):</u></b>  Remove student barriers through counseling, including recruitment of students, student meetings, tours, transcript evaluations, etc.</p>	<p><b><u>Target for Measure 2:</u></b>  Target is set based on the Matriculation Conversion to increase the number of students who apply and enroll.</p> <ul style="list-style-type: none"> <li>Increase applicants by 2% for the 2015-2016 academic year.</li> </ul>	<p><b><u>Findings for Measure 2:</u></b>  For the 2015-2016 academic year, the Admission’s Team the percent of applicants by 1.4% over the 2014-2015 academic year. The target was a 2% increase. Therefore, we did not meet the target.</p>	<p>sustainable moving forward.</p> <p><b><u>Comment on Findings for Measure 2:</u></b></p> <ol style="list-style-type: none"> <li>The findings for Measure 2 showed that the Admissions team did not meet the target for the 2015-2016 academic year. The team lost two Admission’s representatives during the year and they were not replaced, due to budget constraints. Therefore, the team did not spend as much time in some of the high schools in other states recruiting students.</li> <li>These findings will impact the assessment process going forward, because the findings show that the team needs to reallocate more personnel toward recruitment going forward, and hopefully</li> </ol>	<p>However, for the next year the team will monitor the three categories separately, as opposed to only monitoring the aggregate total of all outreach activities. This will give the office the opportunity to identify if the team is weaker in one of the outreach areas over the others. The Assessment contact in the Admissions office for this measure for the 2016-2017 fiscal year, will be Jane Doe, Assistant Director.</p> <p><b><u>Comments Regarding Actions Plans for Measure 2:</u></b></p> <ol style="list-style-type: none"> <li>At the end of the 2014-2015 assessment cycle, the Admission’s team created an action plan to help remove student barriers while recruiting students in more states across the nation, by traveling to high schools greater distances away from the main campus, and counseling students throughout the application process. Unfortunately, two Admissions representatives left the institution, and the action plan did not come to full fruition.</li> <li>After reviewing the current assessment findings, the Admission’s Office has decided to reallocate more personnel toward recruitment in other states in hopes of meeting the target and successfully seeing the 2014-2015 action plan to fruition. The Assessment contact in the Admissions office for this measure</li> </ol>
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				replace those two Admissions representatives with the goal of meeting the target in 2016-2017.	for the 2016-2017 fiscal year, will be Jane Doe, Assistant Director.
<p><b>AUO #2:</b>  <u>Example from an Admission's Office:</u>  Provide professional development opportunities for the Admission's Team to maintain industry expertise and maintain quality.</p>	<p><u>Measure 1:</u>  Attend or Present at Conferences.</p>	<p><u>Target for Measure 1:</u>  At least 40% of faculty/staff should attend or present at a conference annually.</p>	<p><u>Findings for Measure 1:</u>  For the 2015-2016 fiscal year, 29% of faculty/staff in the Admission's office attended or presented at a conference. The target was not met for this measure.</p>	<p><u>Comment on Findings for Measure 1:</u></p> <ol style="list-style-type: none"> <li>1. The findings for Measure 1 show that the Admission's office did not meet the target of providing professional development to at least 40% of the faculty/staff by the way of attending or presenting at a conference. Unfortunately, the budget only allowed for 29% of the faculty/staff to attend or present at conferences with expenses paid by the office.</li> <li>2. These findings will impact the assessment process going forward, because the findings show the need for creating more opportunities for professional development other than attending or presenting at conferences.</li> </ol>	<p><u>Comments Regarding Actions Plans for Measure 1:</u></p> <ol style="list-style-type: none"> <li>1. At the end of the 2014-2015 assessment cycle, the Admission's Office created an Action Plan in the form of a budget proposal to request increased funding to send more faculty/staff to conferences. Unfortunately, the budget proposal was not approved and the office did not meet the target of sending at least 40% of the faculty and staff to a conference.</li> <li>2. After reviewing the current assessment findings and considering the result of the 2014-2015 budget proposal, the Admission's Office has created a new Action Plan of providing more "in-house" professional development for faculty/staff when necessary funds are not available to send at least 40% of them to a conference annually. The measure for this outcome for 2016-2017 will represent additional "in-house" possibilities for professional development. The Assessment contact in the Admissions office for this measure for the 2016-2017 fiscal year, will be Jane Doe, Assistant Director.</li> </ol>

<p><b>AUO #3:</b> <b><u>Example from an Office of Registration and Records:</u></b> Oversee the student registration process to ensure students are on the path to graduation.</p>	<p><b><u>Measure 1:</u></b> Maintain course offering by ensuring:</p> <ol style="list-style-type: none"> <li>1. All courses are listed, including day and time for each class.</li> <li>2. Books are assigned to all courses.</li> <li>3. Faculty are assigned to all courses.</li> <li>4. Classrooms are assigned to all courses.</li> </ol>	<p><b><u>Target for Measure 1:</u></b></p> <p>The target is based on the desired week in the semester, in which the maintenance of the course offering should be complete.</p> <p>For the 2015-2016 academic year, the maintenance of the course offering will be complete by at least the 10<sup>th</sup> week in the previous semester</p>	<p><b><u>Findings for Measure 1:</u></b></p> <p>During the Fall 2015 semester, the maintenance of the course offering was complete by week 9 of the previous semester.</p> <p>During the Spring 2016 semester, the maintenance of the course offering was complete by week 10 of the previous semester. The target was met for both semesters.</p>	<p><b><u>Comment on Findings for Measure 1:</u></b></p> <ol style="list-style-type: none"> <li>1. The findings for Measure 1 show that the target was met for both semesters. This is a result of the Office of Registration and Records' efforts in training and encouraging all faculty to assign books to their courses in a timely manner, and gaining the cooperation of the Dean's in finalizing faculty rosters in a timely manner.</li> <li>2. These findings impact the assessment process by showing that it was possible to meet the target after training Deans and faculty on the process. The office has chosen to maintain the current target for at least one more assessment cycle to fully monitor the impact before creating a more stringent target.</li> </ol>	<p><b><u>Comments Regarding Actions Plans for Measure 1:</u></b></p> <ol style="list-style-type: none"> <li>1. At the end of the 2014-2015 assessment cycle, the Office of Registration and Records created an Action Plan to train all College Dean's and faculty on how to create and assign faculty to rosters, as well as how to assign textbooks for each course. The ORR maintained communication throughout each semester and supported the Dean's/faculty as they completed the process in a timely manner. As indicated by the findings for the 2015-2016 year, the Action Plan resulted in improvement.</li> <li>2. After reviewing the current findings, the ORR has chosen to maintain the current target for at least one more cycle to fully monitor the impact before creating a more stringent target. The ORR has created a new Action Plan to better inform faculty regarding the processes for requesting classroom space and receiving notification more promptly. The Assessment Contact in the Office of Registration and Records for this measure for the 2016-2017 academic year is John Doe, Assistant Director.</li> </ol>
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<p><b>AUO #4:</b> <b><u>Example from a Business Office:</u></b> Maintain accurate and timely processing for accounts payable.</p>	<p><b><u>Measure 1:</u></b> Ensure accurate and timely processing for invoices during the 2015-2016 fiscal year.</p>	<p><b><u>Target for Measure 1:</u></b> At least 90% of invoices will be paid within payment terms.</p>	<p><b><u>Findings for Measure 1:</u></b> For the 2015-2016 fiscal year, 95% of all invoices were paid within payment terms. The target was met for Measure 1.</p>	<p><b><u>Comment on Findings for Measure 1:</u></b></p> <ol style="list-style-type: none"> <li>1. The findings for Measure 1 indicate that the target was met, and more than 90% of invoices were paid within payment terms. This was the first year that the Business Office collected data on invoices for assessment purposes and the office was pleased to successfully meet the target.</li> <li>2. These findings will impact the assessment process going forward by this being the first year of collecting such data, the office now has a better baseline idea of where to set the target.</li> </ol>	<p><b><u>Comments Regarding Actions Plans for Measure 1:</u></b></p> <ol style="list-style-type: none"> <li>1. At the end of the 2014-2015 assessment cycle, the Business Office decided to start assessing the accurate and timely processing for accounts payable. An Action Plan was created at that time to develop a process for collecting the necessary data. The Action Plan resulted in the creation of an efficient process and the office now has a system in place to continuously assess this measure.</li> <li>2. After reviewing the current findings, the Business Office will use the findings as a target baseline going forward. The 2015-2016 Action Plan is to become more efficient on the data collection process and create similar processes for data collection in other areas of the office. The Assessment Contact for this measure for the 2016-2017 fiscal year will be Jane Doe, Assistant Director.</li> </ol>
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*Table 2: Student Learning Outcomes (if applicable)*

*Please list all of your student learning outcomes, the assessment measure(s) used to collect data on each outcome, and the achievement target for each outcome/measure pair. Then list the findings, action plans, and comments you have for each student learning outcome measured during the 15-16 academic year. As a reminder, the number of student outcomes will vary across academic/student support services.*

<i>Student Learning Outcome (SLO)</i>	<i>Assessment Methodology (Measure)</i>	<i>Target</i>	<i>2015-2016 AY Findings Did you meet your target?</i>	<i>Comment on the Findings of this SLO:</i>  1. <i>Explain the assessment findings.</i>  2. <i>Comment on how these findings will impact student learning and the assessment process going forward.</i>	<i>Comments Regarding Action Plans for this SLO:</i>  1. <i>Comment on any improvements/changes that were the result of an action plan from the previous year.</i>  2. <i>Discuss the action plan for this SLO for next year, based on the current assessment findings. Include the name of the Assessment Contact for this SLO in your office for the following year.</i>
SLO #1:					
SLO #2:					
SLO #3:					
SLO #4:					
SLO #5:					