



Administrative Department Instructions

- Progress Report on Unit Strategic Plan
- Results of Service Outcomes Assessment

2008-2009

DUE JUNE 15 TO VICE PRESIDENT AND ASSOCIATE PROVOST

Departmental Information Page

Department: _____

Division: _____

Person Submitting: _____ Date Submitted: _____

Reporting Period: June 1, 2008 – May 31, 2009

Report Form 2: Summary Results of “Service Assessment”

Report of Service Objectives Outcomes for the reporting period (June 1, 2008 – May 31, 2009)

Instructions—Please use the chart below (and copy as needed) to enter information as follows:

1. Indicate the original Service Objective/Expected Outcome from the 3-year plan you prepared during 2008-2009.*

**Please note: Include only those service objectives that you planned to assess during 2008-2009. (Do not include objectives that are scheduled for assessment in a future year.) Please use the same numbering as you used in your plan. For instance, if objective 1 was not planned to be assessed but objective 2 was, then include only objective 2 and number it “2.”*

2. Indicate the original Criteria (measurements) associated with the objective.

3. Summarize the actual results of assessment. Do NOT attach results here. Keep results on file in department office.

4. Indicate how you are using the information you collected to improve the program.

5. For objectives planned to be assessed but not assessed, indicate why and your plan for assessment in the “Summary Results” box.

Original Service Objectives/Expected Outcomes (Quote verbatim from 3-year plan and indicate number used in plan)	Original Criteria (Measurement) (Quote verbatim from 3-year plan)	Summary Results of Assessment (Actual Service Outcomes) Were Criteria met?	Use of Results (What are you doing to improve??)
(Add lines as needed.)			

Please describe additional assessments undertaken but not addressed in your plan and use of results to improve.