Assessment Planning Chart

Department/Office: _____

(A) Mission	(B) General Department Goals/Objectives/Functions	(C) Specific & Measurable Outcomes	(D) Evaluation Methods/ Plans to Evaluate	(E) When Do You Plan to Assess/Evaluate?	(F) Evaluation Results	(G) How Do We Use the Information to Improve or Celebrate?	(H) Do the improvements we make work?
This could be the DACC Mission or a Department Mission	These are broad general statements describing the functions of the department and what the area intends to accomplish. There may be several listings here that relate to only one mission in Col 1.	Outcomes are more detailed and specific statements derived from the objectives. Outcomes are specifically what you want the end result to be. It is not what you are going to do to a student/customer, but what you want the student/customer to know as a result of an initiative.	Before choosing a method, think about 1) your assessment audience, 2) budget, 3) time frame, 4) how you will analyze it, 5) reporting results and decisions. Direct evaluation - observation, tracking Indirect evaluation – surveys.	Depending on the assessment method and your resources (fiscal and human resources), you could assess/ evaluate on an annual, biannual/semester, every other year, every five years, etc. timeframe. Please also state the planned year.	What were the results? What is the evaluation telling us?	• Change processes • Add/delete services • Short-term/Long-term Planning • Are costs required for budget process?	Based on your evaluation methods (which can be done every semester, every year, etc.), you will re-evaluate the outcomes to follow-up on the previous assessment/evaluation.
Example: Facilities: To provide safe, efficient, clean, accessible environment which supports student learning	1) To promote safety both real and perceived.	Provide students, staff, customers a high level of safety after dark.	Circulate survey, use CSSI survey (indirect method). Directly observe by walking around campus at night areas that feel at risk (direct method)	Survey: Every 3 years, starting in Fall 2007. Direct Observation: Inspections performed once a semester.	Survey resulted in 60% satisfaction with safety, direct observation noted 5 areas not properly lit, and night security staff was not adequate.	Need to enhance night staffing with educated officer, add additional lighting, and change type of lights in some existing poles. Communicate costs of changes for budget planning and time line. Implement changes with allocated resources.	Circulate survey following year to determine if changes improved satisfaction levels.
Example: Business Office: Provide quality customer service and provide high levels of asset management, fiscal accountability, and internal controls.	1) Provide quality payroll processing	1) Promote 100% direct deposit to save mailing, handling, and check printing costs. Students learn about electronic banking.	Calculate current percentage of direct deposits, survey employees on their perception of advantages and disadvantages of direct deposit and current procedures. Calculate costs of processing each check.	Complete study and survey during FY 2008.	Calculation indicated 50% have direct deposit. Survey indicated some students without bank accounts and employees with need to "see" actual check or mistrust of electronic system	Provide additional communication on trends and accuracy of banking electronic system. Provide incentives to switch to direct deposit (small cost involved for budget),	Calculate follow up % of direct deposit. (Hopefully this has improved). Circulate add'l survey to see if communication and "hand holding" made difference in employees' attitude toward direct deposit. If not, try additional processes.
Example: Admissions & Records: Provide quality services to meet the life-long academic needs of our diverse community.	1) Provide an important link between the academic policies of the college and the student body.	1) Students utilize our policies in timely and useful manners. 2) A number of communication methods are utilized for our diverse student body.	1) Review methods utilized 2) Log inaccurate use of policies. 3) Survey students on methods utilized and language of the policies. 4) Review policies with Student Senate.	Review methods in Fall 2007. Log policy misuses and complaints in FY 2007. Take log and methods to Student Senate in SP 08.	1) 10% of the student body was not aware of crucial policies and procedures. 2) The Grade Exclusion Policy was identified as being hard to understand.	1) Implement other avenues of disseminating information. 2) Continue to use successful distribution methods. 3) Re-word the Grade Exclusion policy for clarification.	1) Yes, all students are receiving policy information. 2) Grade Exclusion policy is easily understood by student population (per survey).