

# Administrative Unit Assessment Instructions

There are four parts to your unit's assessment report: expected outcomes, assessment methods, criteria, results, and conclusions. We have developed a way to report on your unit through a Qualtrics survey which you can leave and come back to at any time before submitting it. We will be emailing each of you an individualized link to the survey for your convenience. Please ensure you report for the past **two** years. Please let the Office of Institutional Effectiveness know if you have any questions about this document or the reporting process.

## 1. Expected Outcomes

List 2-3 expected outcomes that are associated with your unit's role at USA. Often, they are associated with the efficiency or quality of a particular responsibility of your office. They must also relate to some extent to the University's Mission/Strategic Plan, and you will be able to indicate this in the survey. Finally, each outcome should allow for meaningful measurement, and the outcome years must include the 2019-2020 and 20-21 academic years (or the 2020 and 2021 fiscal years).

## 2. Assessment Methods

There must be at least one assessment method for each of your expected outcomes. It details the way in which you are measuring your outcome, and it should explain the how, when, and why the data was collected/utilized for assessment purposes. It is also important to include evidence of your assessment activities; for example, providing us with the file of a survey you conducted, a meeting minutes document, or any other materials utilized for assessment purposes. Lastly, the assessment method includes a criterion which determines whether your outcome was achieved. A criterion is a target that should be clearly stated and should align with your outcome as well as your assessment method (e.g., At least 85% of patients will be either satisfied or very satisfied with the care they received at USA Health according to survey data).

## 3. Results

There must be one results statement for each assessment method; the results should consist of a clear report of the findings obtained from the analysis of your data. It is also important to ensure that your findings allow for a meaningful determination of whether you achieved your expected outcome.

## 4. Conclusions

There must be one conclusions section for each results statement. The conclusion should provide an explanation of the extent to which the outcome criterion was met as well as an explanation of how the outcome hinders or advances institutional effectiveness. Finally, it is important to ensure that your conclusions align with the outcome statement for a meaningful determination of whether your outcome was achieved.