**Assessment and Action Plan—Functional Area**

**Functional Area:**

**Web Address:**

**Mission Statement:**

**Description of Service(s):**

| **PHASE 1** | | | | **PHASE 2** | | **PHASE 3** | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Goals**  What do you strive to accomplish? | **Objectives**  What objectives will be measured? (specific, measurable, attainable, results-oriented, time-bound) | **Strategies**  How will the objective be met? | **Targets**  **(Formally known as KPIs)**  How will success be determined? | **Results**  What was learned in the assessment process? | **Interpretation**  What do the  results mean to the area? | **Action**  How will results be used to make improvements? | Follow-Up  What has been the impact of the action taken? |
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**Recommendations for improving the unit assessment processes:**