# Assessment and Action Plan Worksheet for Success Outcomes

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| **Program/Unit** | **School/College/Division** |
| **Contact Person** | **Contact Email** |

**Identify the success outcome assessed in academic year 2023-24. If more than one outcome was assessed, please use the template to provide a separate document for each outcome.**

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| **Note** | A success outcome is assessed by at least one direct measure (e.g., Average time, counts, money raised, number of applications, etc.) |

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| **Measure 1** | | | |
| **Measure Title** (e.g., Invoice processing.) | | | |
| **Measure Description** (e.g., Ensure accurate and timely processing for invoices during the 2022 -2023 fiscal year.) | | | |
| **Target/Criteria** (e.g., At least 90% of invoices will be paid within payment terms. Note that a target statement should include three aspects, a level, a subject/object and a modifier. For more information refer to the [target statement resource](https://effectiveness.syr.edu/wp-content/uploads/2022/10/Target-Resource_022022-edit_v1.pdf).) | | | |
| **Measure Results**   * Results can be summarized (e.g., For the 2020-2021 fiscal year, 95% of all invoices were paid within payment terms. The target was met for Measure 1.) OR * Results can be provided in a separate file (e.g., word, excel, pdf dashboards, etc.) | | | |
| **Please indicate if the criteria for the above measure was “Met” or “Not Met.”**  **\_\_\_\_\_\_ Met**  **\_\_\_\_\_\_ Not Met** | | | |
| **Analysis and Interpretation** (Based on the results, discuss strengths and areas for improvement, as well as what the results of this measure mean for achievement of the outcome.) | | | |
| **Action** | | | |
| **Identify one action item:** | | | |
|  | Restructure Outcome Statement |  | Additional Training |
|  | Revise Measurement/Assessment |  | Collaborate with Another Department/Unit/Program |
|  | Gather Additional Data |  | Modify Physical Environment |
|  | Revise Benchmark/Target |  | Maintain Assessment Strategy |
|  | Implement New Program/Services |  | Other: |
|  | Community Partnership |
|  | Modify Position/Personnel |
|  | Modify Policies/Procedures |
|  | Adopt Or Expand Technologies |
| **Please indicate action status, except if the action is “Maintain Assessment Strategy”:**  \_\_\_\_\_\_ Not Started  \_\_\_\_\_\_ In progress  \_\_\_\_\_\_ Complete | | | |
| **Briefly describe the action in detail:** | | | |
| **Action Recommended Due Date:** | | | |

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| **Measure 2** | | | |
| **Measure Title** (e.g., Invoice processing.) | | | |
| **Measure Description** (e.g., Ensure accurate and timely processing for invoices during the 2022 -2023 fiscal year.) | | | |
| **Target/Criteria** (e.g., At least 90% of invoices will be paid within payment terms. Note that a target statement should include three aspects, a level, a subject/object, and a modifier. For more information refer [target statement resource](https://effectiveness.syr.edu/wp-content/uploads/2022/10/Target-Resource_022022-edit_v1.pdf)) | | | |
| **Measure Results**   * Results can be summarized (e.g., For the 2020-2021 fiscal year, 95% of all invoices were paid within payment terms.  The target was met for Measure 1.) OR * Results can be provided in a separate file (e.g., word, excel, pdf dashboards, etc.) | | | |
| **Please indicate if the criteria for the above measure was “Met” or “Not Met.”**  **\_\_\_\_\_\_ Met**  **\_\_\_\_\_\_ Not Met** | | | |
| **Analysis and Interpretation** (Based on the results, discuss strengths and areas for improvement, as well as what the results of this measure mean for achievement of the outcome.) | | | |
| **Action** | | | |
| **Identify one action item:** | | | |
|  | Restructure Outcome Statement |  | Additional Training |
|  | Revise Measurement/Assessment |  | Collaborate with Another Department/Unit/Program |
|  | Gather Additional Data |  | Modify Physical Environment |
|  | Revise Benchmark/Target |  | Maintain Assessment Strategy |
|  | Implement New Program/Services |  | Other: |
|  | Community Partnership |
|  | Modify Position/Personnel |
|  | Modify Policies/Procedures |
|  | Adopt Or Expand Technologies |
| **Please indicate action status, except if the action is “Maintain Assessment Strategy”:**  \_\_\_\_\_\_ Not Started  \_\_\_\_\_\_ In progress  \_\_\_\_\_\_ Complete | | | |
| **Briefly describe the action in detail:** | | | |
| **Action Recommended Due Date:** | | | |

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| **Conclusion** |
| **Outcome Conclusion** Synthesize the analysis of the two measure(s) and what the findings mean in relation to the achievement of the outcome. |
| **Determine if the outcome is “Met” or “Not Met.”**  **\_\_\_\_\_\_ Met**  **\_\_\_\_\_\_ Not Met** |

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| **Feedback** | **Would you like feedback on the assessment and action plan?**  **\_\_\_\_\_\_Yes**  **\_\_\_\_\_\_No** |

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| **Participation and Communication in the Assessment Process** | |
| Please indicate which of the following best describes the portion of the staff who participated in discussions about assessment results and actions that may be taken? | |
|  | All staff associated with the program/unit |
|  | A majority of the staff associated with the program/unit |
|  | Less than half of the staff |
|  | In committee |
|  | It was just me |
|  | Other (please state): |
| Please indicate if the assessment results and potential actions have been communicated to the following key constituents:  \_\_\_\_\_\_ Faculty  \_\_\_\_\_\_ Staff  \_\_\_\_\_\_ Students  \_\_\_\_\_\_ Alumni  \_\_\_\_\_\_ Other (specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |