

The Dean’s Office Assessment and Action Plan rubric focuses on the quality of success outcomes assessment at Syracuse University. This feedback rubric is not intended to evaluate how well the Dean’s Office is performing; rather, it is designed to support staff in meeting expectations to assess the Dean’s Office operations to enhance the student experience at Syracuse University. Each component of the University’s assessment and action plan template is incorporated in the rubric. A sustainability component is provided first, setting the expectation that each Dean’s Office sustains a well-designed and manageable assessment plan and process to inform decision-making.

	Not Evident – 1	Developing – 2	Meets Expectations - 3	Exemplary – 4	Score
Sustaining Assessment Note: Staff should self-assess and score where their unit is in sustaining a well-designed and manageable assessment and action plan.	No documentation that ongoing assessment activity is occurring.	Expectations for sustaining assessment are partially met.	<ul style="list-style-type: none"> Each goal category is examined using at least one success outcome each academic year and documented through the annual assessment and action plan update. The entire set of goal categories are assessed using 2- 4 success outcomes over Syracuse University’s four-year assessment cycle. Results are shared, discussed, and analyzed by a subset of staff or by committee. Assessment processes are a regular part of The Dean’s Office’s functioning to inform decision-making. 	“Meets Expectations” indicators are met. Plus: <ul style="list-style-type: none"> Results are discussed and actions identified and implemented with the opportunity for all staff members to provide input. 	

	Not Evident – 1	Developing – 2	Meets Expectations - 3	Exemplary – 4	Score
<u>Goal Category</u>	The assessment and action plan does not cover the Dean’s Office goal categories.	The assessment and action plan partially covers the Dean’s Office goal categories.	<ul style="list-style-type: none"> The assessment and action plan covers and assesses all goal categories. 	“Meets Expectations” indicators are met. Plus: <ul style="list-style-type: none"> The Dean’s Office assessment and action plan goes beyond the prescribed goal categories and assesses other goal categories that are of importance to the school/college. 	
Success Outcomes	Success outcomes are not provided.	Expectations for success outcomes are partially met.	<ul style="list-style-type: none"> The entire set of success outcomes are clearly aligned and reflect the main responsibility for the Dean’s Office goal categories and its mission. For each goal category, 2-4 success outcomes that describe, in a specific and measurable way, operational aspects of each within the Dean’s Office (e.g., under the student experience goal category, outcomes specific to career services, 	“Meets Expectations” indicators are met. Plus: <ul style="list-style-type: none"> All success outcomes are written using active verbs that describe, in a specific and measurable way, operational aspects of each area within the Dean’s Office. 	

	Not Evident – 1	Developing – 2	Meets Expectations - 3	Exemplary – 4	Score
			and advising would be examined).		
Measures	Measures are not provided.	Expectations for measures are partially met.	<ul style="list-style-type: none"> The Dean’s Office examines success outcomes using at least one direct measure (e.g., average time, counts, money raised, number of applications, project metrics, and total time.) 	<p>“Meets Expectations” indicators are met. Plus:</p> <ul style="list-style-type: none"> The Dean’s Office uses two or more direct measures to examine outcomes. The Dean’s Office uses indirect measures (e.g., stakeholder perceptions gathered through focus groups, interviews, and surveys) to support the information gathered through direct measures. 	
Target	Criteria are not provided.	Expectations for criteria are partially met.	<ul style="list-style-type: none"> For each measure, the Dean’s Office establishes a target that defines the acceptable achievement of the learning/success outcome. The benchmark for success seems reasonably set to enhance operational success. 	<p>“Meets Expectations” indicator is met. Plus:</p> <ul style="list-style-type: none"> The target include three aspects a level (e.g., prior year metric or benchmark), a subject (staff, report, or satisfaction level), and a modifier (percentage increase/decrease, maintained performance or timeframe). 	
Results	Specific results, consistent with the target, are not provided.	Expectations for results are partially met.	<ul style="list-style-type: none"> Results are consistent with the measures and targets identified for the success outcome. For each measure, specific results are clearly summarized. 	<p>“Meets Expectations” indicators are met. Plus:</p> <ul style="list-style-type: none"> The Dean’s Office include results over a few years to determine consistency of findings. 	
Interpretation	Interpretation of results by the program/unit is not provided.	Expectations for interpretation are partially met.	<ul style="list-style-type: none"> The interpretation is consistent with the results. Interpretations summarizes areas of strength and areas of underperformance. Interpretations reference previous year(s) results and examine and compare the results to gain insight on the unit’s achievement of the outcome. 	<p>“Meets Expectations” indicators are met. Plus:</p> <ul style="list-style-type: none"> The interpretation goes beyond restating the results; it is a comprehensive and detailed narrative that provides information to guide decision-making, actions, and/or resource allocation. The Dean’s Office analyzes results over a few years to determine consistency of findings. 	
Action & Follow-Up	Information about actions is not provided.	Expectations for actions are partially met.	<ul style="list-style-type: none"> Based on results and interpretation, the Dean’s Office identifies and implements actions to enhance the unit’s operational success OR determine that an action is not necessary other than to “maintain assessment strategy.” 	<p>“Meets Expectations” indicators are met. Plus:</p> <ul style="list-style-type: none"> Progress updates are provided for each action identified and implemented. The success outcome is reassessed to determine the impact of the action(s). 	

Overall Comments: