# Success Outcome Assessment and Action Plan Worksheet

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

**Identify the success outcome assessed in academic year 2024-25. If more than one outcome was assessed, please complete a separate worksheet for each outcome.**

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| **Remember** | A success outcome is assessed by at least one type of primary evidence that directly shows the impact of the outcome (e.g., retention rates, process completion timelines, money raised, number of presentations, etc.). Supporting evidence are additional pieces of data that aids the unit in data-driven decision making. |

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| **Primary Evidence**  |
| **Evidence Title:*** e.g., Attendance
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| **Evidence Description:*** e.g., Attendance numbers are examined to determine which campus stakeholder groups are attending workshops.
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| **Target/Criteria:*** e.g., Faculty and staff associated with all schools/colleges/divisions will attend workshops. Note: 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/2024/10/Target-Resource_102024-edited.pdf).)
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| **Results:** * Consider breaking results down if applicable (e.g., first-year, senior, part-time/full time, department or school/college etc.).
* Results can be:
	+ summarized (e.g., For the 2024-25 academic/fiscal year, the office held 10 workshops and the attendance broken down by school/college division was: 30 faculty in A&S, 20 staff in A&S, 10 faculty in ECS, 5 faculty in SOE, 10 staff in SOE, 54 staff in The Student Experience, etc.) or
	+ provided in a separate file (e.g., word, excel, pdf, dashboards, etc.)
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| **Please indicate if the criteria for the above evidence was “Met” or “Not Met”:** |
| \_\_\_\_\_\_ Met \_\_\_\_\_\_ Not Met |
| **Analysis and Interpretation:*** Based on the results, discuss strengths and areas for improvement, as well as how results will be used to inform actions and next steps.
* Discuss potential operational or programmatic changes that should be considered.
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| **Diving Deep into the Results:** * If results were broken down (e.g., first-year, senior, part-time/full time, department or school/college etc.) reflect on any discrepancy where the criteria were not meet and provide a detailed interpretation for why such discrepancy may occur.
* If results were not broken down, describe how the program/unit used the assessment findings to modify services and operations to be responsive to all students.
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| **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 |
| **Describe the action in detail and provide a due date:** |
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| **Supporting Evidence** |
| **Evidence Title:*** e.g., Survey
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| **Evidence Description:*** e.g., Attendees complete a survey at the end of the session.
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| **Target/Criteria:*** e.g., When answering the question, “How likely are you to incorporate what you learned today into daily practice?” 75% will indicate “very likely.”Note: 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/2024/10/Target-Resource_102024-edited.pdf).)
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| **Results:** * Consider breaking results down if applicable (e.g., first-year, senior, part-time/full time, department or school/college etc.).
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	+ summarized (e.g., For the 2024-25 academic/fiscal year, the office held 10 workshops and the attendance broken down by school/college division was: 30 faculty in A&S, 20 staff in A&S, 10 faculty in ECS, 5 faculty in SOE, 10 staff in SOE, 54 staff in The Student Experience, etc.) or
	+ provided in a separate file (e.g., word, excel, pdf, dashboards, etc.)
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| **Please indicate if the criteria for the above evidence was “Met” or “Not Met”:** |
| \_\_\_\_\_\_ Met \_\_\_\_\_\_ Not Met |
| **Analysis and Interpretation:*** Based on the results, discuss strengths and areas for improvement, as well as how results will be used to inform actions and next steps.
* Discuss potential operational or programmatic changes that should be considered.
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| **Diving Deep into the Results:** * If results were broken down (e.g., first-year, senior, part-time/full time, department or school/college etc.) reflect on any discrepancy where the criteria were not meet and provide a detailed interpretation for why such discrepancy may occur.
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|  | Modify Position/Personnel |
|  | Modify Policies/Procedures  |
|  | Adopt Or Expand Technologies |
| **Please indicate action status, except if the action is “Maintain Assessment Strategy”:** |
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| **Describe the action in detail and provide a due date:** |
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| **Conclusion** |
| **Outcome Conclusion:** Synthesize the analysis of the evidence noted above and what the collective findings mean in relation to the achievement of the outcome. |
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| **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\_\_\_\_\_\_ Results and actions have not been shared yet\_\_\_\_\_\_ Other (specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |