

Components & Quick Facts of an Institutional Effectiveness Report
Support Services: Academic & Student (8.2.c)
Francis Marion University
I.E. Office



Components	Quick Facts
Heading	Francis Marion University Office Name: IE Departmental Assessment Plan Assessment Plan Period: Name of Preparer(s):
Mission Statement	Limit to one short paragraph. Align with University’s Mission Statement/Strategic Plan.
Goals	Should include AT LEAST 4 GOALS related specifically to academic or student support services. These goals do not necessarily need to be measurable. Align with Mission Statement.
Desired Outcomes	AT LEAST 4 Desired Outcomes can come from Student Learning Outcomes, Operational Outcomes: Performance, and/or Operational Outcomes: Task. Student Learning Outcomes (Maybe for 8.2.c) – Describe what is intended that students will be able to think, know, or do as a result of their educational experiences. Operational Outcomes: Performance (8.2.c) – Describe the level of performance of an operational aspect of a program or office. E.g. Customer Satisfaction, Quality of Work, timeliness of a product or process. Operational Outcomes: Task (8.2.c) – Describe tasks or processes that support an operational aspect of a program or office. Do not over-rely on Tasks? Select Measurable Outcomes – E.g. For student learning outcomes - Use Bloom’s Taxonomy for Categorizing Learning Outcomes. Some Examples: Usage of programs, services, and facilities; user satisfaction; needs assessment of users; complying with professional standards; benchmarking with other institutions; cost effectiveness; strategic plan accomplishments; student learning outcomes... Align with Goals.

<p>Assessment Methods and Procedures</p>	<p>State the assessment method used to measure each Desired Outcome.</p> <p>Identify</p> <p>Baseline – (Past) Results from previous year(s). If no baseline report N/A. If there are multiple years of data, take the average to create a baseline.</p> <p>Benchmark – (Present) What result(s) you would like to accomplish in this academic year.</p> <p>Target – (Future) What result(s) you would like to accomplish in the future say 3 or 5 or 10 years.</p> <p>Make reference to previous year(s) results and action items. Align with Desired Outcomes.</p>
<p>Results</p>	<p>State and discuss assessment results/findings</p> <p>How and by whom are the findings analyzed in order to take possible action on the findings?</p> <p>Discuss relationship of results to baseline, benchmark and target.</p> <p>Indicate if baseline, benchmark and target were achieved.</p> <p>State</p> <p>State sample size, population size where possible (surveys, satisfaction reports).</p> <p>Align with Assessment Methods and Procedures.</p>
<p>Planned Improvements Based on Assessment Results</p>	<p>What surprised you about the data?</p> <p>What factors may explain the data?</p> <p>Are we reaching out to the right group?</p> <p>What can we do to improve performance? What barriers might exist?</p> <p>Use your findings to plan for Action Items.</p> <p>Identify areas to monitor, remediated, or improved. Examples of units seeking improvement based on analysis.</p> <p>Discussion of how assessment address different types of the student population.</p> <p>NO vague action items/plans: (e.g. If benchmark is met, no action is needed).</p> <p>Align with Results.</p> <p style="text-align: right;">Updated (3/1/2021)</p>

