

Example Administrative Assessment Outcomes

Adapted from a resource created by the University of Texas Rio Grande Valley Office of Accreditation and Assessment, this table offers ideas for measurement, data sources, and outcomes tied to the services provided by the unit:

Things your unit does:	What to measure:	Where to get data:	How to write relevant expected outcome statements; example areas:
Provide services to faculty, staff, students, such as: <ul style="list-style-type: none"> • Human Resources, • Information Technology, • Dining, • Facilities, • Business and Finance, • Emergency Preparedness, • Professional Development, • Policy Compliance, • Customized Training Sessions, etc. 	<ul style="list-style-type: none"> • Service frequency • Service efficiency • Service responsiveness • Service use by target population • Service satisfaction • Service effectiveness aimed at changing behavior, enhancing skills, promoting welfare, instilling certain values, improving knowledge • Service quality 	<ul style="list-style-type: none"> • Unit records of timing and frequency of services requested and/or services rendered • Compliance statistics • Scores/Results from training quizzes or certification exams • Surveys, focus groups • Faculty/Staff/Student comments or reflections 	<ul style="list-style-type: none"> • Increase satisfaction with services • Improve timeliness of service delivery • Faculty/Staff will demonstrate safe practices in classrooms, laboratories, & other environments • Provide extensive services to university community • Faculty/Staff will feel adequately prepared to respond to emergency situations • The unit will reduce potential risk factors in university facilities • The unit will ensure proper procedures for new hires • The unit will increase participation in professional development opportunities
Develop marketing and informational materials: <ul style="list-style-type: none"> • Websites, • Handbooks, • Brochures, • Operating Procedures, • Emergency Plans, • Announcements, • Training Manuals, etc. 	<ul style="list-style-type: none"> • Accessibility of marketing information • Quality of informational material (easy to understand; appropriate for target audience) • Knowledge about informational material or unit functions/services • Participant attendance at marketed events • Requests for services 	<ul style="list-style-type: none"> • Unit records on website analytics • Unit records of requests for services and services/deliverables provided • Surveys, focus groups • Faculty/Staff/Student comments or reflections • Quizzes, tests 	<ul style="list-style-type: none"> • Improve accessibility to information about unit's services • Increase knowledge of institutional policies and services provided by unit • Increase quality of informational materials • Increase visits to website/pages • Increase attendance at marketed events • Increase use of electronic means to engage with use services (Online portals for trainings, reporting, etc.) • Reduce/eliminate instances of non-compliant unapproved behavior/actions
Provide or develop: <ul style="list-style-type: none"> • Programs, • Initiatives, • Workshops, • Events, • Trainings, etc. 	<ul style="list-style-type: none"> • Program quality • Program participation/attendance • Program frequency • Program effectiveness aimed at faculty/staff behavior, skills, values, knowledge 	<ul style="list-style-type: none"> • Unit records of program attendance • Unit records of programs provided • Assignments, exercises, simulations, quizzes • Certifications • Surveys, focus group discussions 	<ul style="list-style-type: none"> • Increase the quality of programs • Increase staff, faculty, and student participation/attendance • Provide extensive programs/services to faculty/staff • Enhance the program's effectiveness (for whatever program is intended to do) • Increase knowledge regarding values and practices promoted by program, training, or event