



# EMORY UNIVERSITY

## Assessment in Administrative and Academic Support Units

**UNIT NAME:**

**AREA OF UNIVERSITY:**

(PROVOST OFFICE, RSPH, PRESIDENT, ETC.)

**ASSESSMENT CYCLE:**

**CONTACT PERSON:**

WITH EMAIL

**Mission** is a concise description of your unit's purpose, core functions, and stakeholders served. Outcomes need to be clearly aligned with unit mission. (Use bullet points or a short paragraph. "We serve... by...", "Aligned with Emory's mission, we...")

**Outcomes** are specific statements about what should occur as a result of the core services or functions your unit performs. (Should be measurable, beneficial, and attainable yet aspirational. "Our goal is to improve...", "By [date], we will...", "We aim to achieve...")

Outcome 1:

**Assessment Methods** describe how you measured achievement of expected outcome, the source of your information. (Can be direct, indirect, quantitative, and/or qualitative. Survey of client/stakeholder perceptions; Audit reports; Percentage of requests for services fulfilled; Funds raised in response to outreach efforts; Feedback from advisory groups)

**Performance Targets** are descriptions or indicators of success. They should be set based on attainability with available resources. (Ensure attainability with available resources. "Over X% of responses will...", "After using x, staff will...", "Completion of review of policy by [date]...")

First Method and Target:

**Assessment Results and Summary** of the information collected relevant to the outcome being reviewed. The description should be understood so that someone outside of your field would understand accomplishments. (Describe results so someone unfamiliar with your field can understand your accomplishments. Use tables and graphs as needed. Attach supplemental materials. Speak to unexpected findings and implications. "Results indicated that 75% of respondents..., just short of 80% target...", "Staff survey responses include...", "Policy alignment was...")

Results and Summary from First Method of Assessment:
<p><b>Use of Results</b> should describe specific changes that have been (or will be) implemented based directly on assessment findings. (Use past tense as appropriate to focus on initiatives or support introduced in response to findings. May also describe how positive assessment outcomes validate previous decisions to improve programs or services. "Based on results, we plan to...", "In response to user requests, we made the following changes...", "To keep up with demand, we started...")</p>
Use of Results from First Method of Assessment:
Second Method and Target:
Results and Summary from Second Method of Assessment:
Use of Results from Second Method of Assessment:

\*Add additional rows if additional assessment methods

<p><b>Outcomes</b> are specific statements about what should occur as a result of the core services or functions your unit performs.</p>	
Outcome 2:	
<p><b>Assessment Methods</b> describe how you measured achievement of expected outcome, the source of your information.</p>	<p><b>Performance Targets</b> are descriptions or indicators of success. They should be set based on attainability with available resources.</p>
First Method and Target:	
<p><b>Assessment Results and Summary</b> of the information collected relevant to the outcome being reviewed. The description should be understood so that someone outside of your field would understand accomplishments.</p>	

Results and Summary from First Method of Assessment:
<b>Use of Results</b> should describe specific changes that have been (or will be) implemented based directly on assessment findings.
Use of Results from First Method of Assessment:
Second Method and Target:
Results and Summary from Second Method of Assessment:
Use of Results from Second Method of Assessment:

\*Add additional rows if additional assessment methods

<b>Outcomes</b> are specific statements about what should occur as a result of the core services or functions your unit performs.	
Outcome 3:	
<b>Assessment Methods</b> describe how you measured achievement of expected outcome, the source of your information.	<b>Performance Targets</b> are descriptions or indicators of success. They should be set based on attainability with available resources.
First Method and Target:	
<b>Assessment Results and Summary</b> of the information collected relevant to the outcome being reviewed. The description should be understood so that someone outside of your field would understand accomplishments.	
Results and Summary from First Method of Assessment:	

**Use of Results** should describe specific changes that have been (or will be) implemented based directly on assessment findings.

Use of Results from First Method of Assessment:

Second Method and Target:

Results and Summary from Second Method of Assessment:

Use of Results from Second Method of Assessment:

**Future Assessment Plan** outlines at least 3 outcomes for the next cycle, with associated methods and targets. (It may include rationale for changes and plan to assess impact of changes, changes in response to external mandates, actions taken to ensure cost-effectiveness and/or efficiency improvements, or other outcomes to ensure coverage of all essential functions. Can include outcomes created as the result of findings of prior assessment. "Increase access to...", "Align current policy with...", "Our goal is to improve...")

**Outcome 1:**

**Method 1:**

**Target 1:**

**Method 2:**

**Target 2:**

**Outcome 2:**

**Method 1:**

**Target 1:**

Method 2:	Target 2:
Outcome 3:	
Method 1:	Target 1:
Method 2:	Target 2:

### SUPPORTING DOCUMENTATION

Remember to attach supporting documentation such as surveys, questionnaires, charts, tables, spreadsheets, and detailed descriptions of assessment findings. *If you have questions about what should or should not be included, please contact the Office of Academic Planning.*

### REVIEW PROCESS

Forward your assessment report to the head of your administrative unit for review and signature before submitting. This review will ensure that the information included in this report is accurate and that your unit is engaged in a systematic process of continuous improvement.

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

### SUBMISSION OF REPORTS

Please email reports and supporting documents to Judy Jones, Associate Director of Assessment ([judith.anne.jones@emory.edu](mailto:judith.anne.jones@emory.edu)) by September 1st.