**Annual Planning and Assessment of**

***Administrative Support Unit Outcomes***

**Template**

Division:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Unit: Unit/Department Name

Year of Assessment: Academic Year of Assessment Cycle Unit Head: Name of Unit/Department Head

Unit/Department Mission: INSERT MISSION STATEMENT

Institutional Strategic Goal(s) Supported: INSERT STRATEGIC GOAL(S) OR UNIVERSITY PRIORITY/OBJECTIVE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Intended Outcomes** | **Measurement/Method of Assessment** | **Criteria for Success/ Performance Target** | **Results and Analysis** | **Use of Results for Improvement** |
| In this column enter three (3) administrative outcome (AO) statements which are SMART. An outcome is the intended end result. The AO should address an operational performance or operational process for providing effective and efficient administrative services in support of the mission. Statement should include the intended beneficiary and the gain or benefit they received from what you do (impact or end result) | In this column, you define the method of assessment. Align with the intent of the AO. Indicate what, who, how and when.  2 ways to assess each outcome are preferred, at least 1 good, direct method is a MUST (actual performance). An indirect method evaluates perception.  . | How will you measure achievement of the administrative outcome? | 1. Describe the results of the activities undertaken and if the criteria were met. 2. Analysis of Results – results should be actionable so what do the results mean to the unit? What did you find out? Was there improvement compared to prior years? Critically examine the results and explain. | 1. In this column, begin by closing the loop by responding to prior year, what improvements or modifications were made; then state the impact of the improvements (**evidence of improvement**) based on the current assessment year results (reassess) – was it successful or non-successful? (Written in past tense.) 2. Then, based on the current year analysis of results, what did the unit do or plans to improve achievement of the outcome/results. (Written in present or past tense)   Document the use of results for improvement. |
| Outcome 1 |  |  |  |  |
| Outcome 2 |  |  |  |  |
| Outcome 3 |  |  |  |  |