LANDER UNIVERSITY
OFFICE OF ACADEMIC AFFAIRS

| | |
|---|---|
| **UNIT/PROGRAM NAME:** | Campus Post Office |
| **OFFICE OF PRIMARY RESPONSIBILITY:** | Postal Center Director |
| **ASSESSMENT COORDINATOR:** | Michelle Weeks |
| **SUBMISSION DATE OF THE REPORT:** | Tuesday, September 04, 2018 |

## ACADEMIC YEAR 2017-2018

**INSTRUCTIONS:**
To comply with institutional effectiveness expectations, units/programs MUST:

- identify expected outcomes,
- assesses the extent to which it achieves these outcomes, and
- provide evidence of improvement based on analysis of the results

Guidance for preparing Unit Goals and Indicators of Success Reports:

- Use multiple assessments (Indicators of Success) for each Unit Goal.
- Reports must demonstrate engagement in on-going planning and assessment which is consistent over time to enable the unit to evaluate students, courses or a program. Shared widely within and across programs, the results of this assessment must be used to inform decisions about curricular and programmatic revisions. At appropriate intervals, program and learning outcomes and assessment methods should be evaluated and revised.
- Develop and/or use methods and instruments that are uniquely suited to the goal statements/Indicators of Success and that are supported by faculty/unit.
- Each Report must contain “mature data” (at least five years - sufficient information used as a basis for sound decision making).
- Each Report must provide evidence of improvement, based on the analysis of the assessment results, as opposed to a plan for improvement.

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## 1. UNIT/PROGRAM GOAL 1: Evaluate effectiveness of services offered in the Campus Post Office

1.1. **STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** 3. Robust Student Experience

1.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** Academic Year 2017-2018

1.3. **INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES**[1]

| Indicator of Success / Student Learning Outcome | Summary Data for this Timeframe | Expected Outcome: Met (3) | Expected Outcome: Partially Met (2) | Expected Outcome: Not Met (1) | Score |
|---|---|---|---|---|---|
| 1.3.1. A timely response was provided | 3.91 | 3.01 – 4.00 | 2.01 – 3.00 | 1.01 – 2.00 | 3.00 |
| 1.3.2 Staff was courteous and helpful | 4 | 3.01 – 4.00 | 2.01 – 3.00 | 1.01 – 2.00 | 3.00 |
| 1.3.3 Staff provided accurate information | 3.96 | 3.01 – 4.00 | 2.01 – 3.00 | 1.01 – 2.00 | 3.00 |
| 1.3.4. Overall experience | 3.96 | 3.01 – 4.00 | 2.01 – 3.00 | 1.01 – 2.00 | 3.00 |
| 1.3.5. Outcome 5: click here to enter Indicator of Success/Student Learning Outcome 5. | Click here to enter Outcome 5 | Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning | Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning | Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning | Outcome 5: Score. |

[1] Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

| | | | |
|---|---|---|---|
| Summary Data. | Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program. | Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. |

1.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS**: 3.96

1.5. **ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

| Indicator of Success | Assessment Instruments | Frequency of Assessment |
|---|---|---|
| 1.5.1. | Campus Post Office Service Evaluation | Ongoing – point of service evaluation forms |
| 1.5.2. | Campus Post Office Service Evaluation | Ongoing – point of service evaluation forms |
| 1.5.3. | Campus Post Office Service Evaluation | Ongoing – point of service evaluation forms |
| 1.5.4. | Campus Post Office Service Evaluation | Ongoing – point of service evaluation forms |
| 1.5.5. | Outcome 5: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 5. | Outcome 5: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 5. |

1.6. **REVIEW AND SUMMARY OF EXPECTED OUTCOMES** – Date Reviewed: 9/6/2018
(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT)**:**

1.6.1. **OUTCOME 1 COMMENTS**: The Campus Post Office began using the Pitney Bowes SendSuite Tracking system in November 2017. This replaced an older system which required us to scan all incoming packages, print package slips, and then disburse. Under the new system we scan incoming packages and an email is automatically generated to the recipient notifying them of a package to pick up. This new system increased our timing rating with students.

1.6.1.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 1:** Pitney Bowes Sendsuite and handheld scanners

1.6.1.2. **Explanation of how resources will be used:** This system reduces the amount of time spent processing incoming packages. It also gives us a better way to coordinate packages received through Central Receiving.

1.6.2. **Outcome 2 Comments:** In order to maintain excellent customer service student workers are hired based on great work ethics and pleasant personalities. They also undergo rigorous training to comply with US Postal regulations.

1.6.2.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 2:** N/A

1.6.2.2. **Explanation of how resources will be used:** N/A

1.6.3. **Outcome 3 Comments:** All Campus Post Office staff members stay up to date with new and existing USPS regulations.

1.6.3.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 3:** The Post Office manager may need to attend postal conferences to sustain current USPS postal regulations. This would be on an as-needed basis dependant on regulatory changes.

1.6.3.2. **Explanation of how resources will be used:** Resources would be used to update currentknowledge of USPS postal regulations as needed.

1.6.4. **Outcome 4 Comments:** Our current workload has been on an upsurge due to an increase in online textbook sales/rentals, as well as an increase in Amazon Prime deliveries.

1.6.4.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 4:** None needed at this time.

1.6.4.2. **Explanation of how resources will be used:** N/A

1.6.5. **Outcome 5 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

1.6.5.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 5:** Click here to enter dollar amount/other resources required.

1.6.5.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

1.7. **SUMMARY COMMENTS FOR OUTCOMES 1-5:**

The Campus Post Office staff strives to provide students with a positive experience. At times, it would be helpful to have an additional worker available during the peak delivery season. We also spend more time at the beginning of the semester teaching new students how to open their mailbox and advising them of Campus Post Office operations. As both our workload and the number of students we serve continue to increase, we may need to make changes which will allow us to continue to meet or exceed the expectations of our customers.

1.8. **CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5:** Currently, there are no proposed changes.

## 2. UNIT/PROGRAM GOAL 2: Provide adequate facilities to accommodate an increasing student body

2.1. **STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** 8. Facilities Positioned for Growth and Efficient Utilization

2.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** Academic Year 2017-2018

2.3. **INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES[2]**

| | Indicator of Success / Student Learning Outcome | Summary Data for this Timeframe | Expected Outcome: Met (3) | Expected Outcome: Partially Met (2) | Expected Outcome: Not Met (1) | Score |
|---|---|---|---|---|---|---|
| 2.3.1 | Have enough mailboxes for each resident student. | The Campus Post Office had 1,596 available mailboxes as of May 2018. | 5% more mailboxes than number of resident students | Mailboxes equal to number of resident students | More resident students than mailboxes | 3.00 |
| 2.3.2 | Outcome 2: click here to enter Indicator of Success/Student Learning Outcome 2. | Click here to enter Outcome 2 Summary Data. | Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 2: Score. |

[2] Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

| | | | | | | |
|---|---|---|---|---|---|---|
| 2.3.3 | Outcome 3: click here to enter Indicator of Success/Student Learning Outcome 3. | Click here to enter Outcome 3 Summary Data. | Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program. | Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 3: Score. |
| 2.3.4 | Outcome 4: click here to enter Indicator of Success/Student Learning Outcome 4. | Click here to enter Outcome 4 Summary Data. | Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program. | Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 4: Score. |
| 2.3.5 | Outcome 5: click here to enter Indicator of Success/Student Learning Outcome 5. | Click here to enter Outcome 5 Summary Data. | Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program. | Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 5: Score. |

2.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** 3

2.5. **ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

| Indicator of Success | Assessment Instruments | Frequency of Assessment |
|---|---|---|
| 2.5.1. | Manual count of existing and new mailboxes | Annually, based on enrollment numbers. |
| 2.5.2. | Outcome 2: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 2. | Outcome 2: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 2. |
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| 2.5.5. | Outcome 5: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 5. | Outcome 5: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 5. |

2.6. **REVIEW AND SUMMARY OF EXPECTED OUTCOMES –** Date Reviewed: 5/31/2018
(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT)**:**

2.6.1. **OUTCOME 1 COMMENTS**: Based on preliminary numbers from Housing/Enrollment we expected the number of resident students to increase beyond our current mailbox capacity. For fall 2018, we purchased additional mailboxes, which used all available free space in the Campus Post Office. We currently have 1,867 mailboxes and 1,550 resident students. We will need to continue to monitor growth in order to provide a mailbox for each resident student.

2.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** Our current number of mailboxes should be sufficient for approximately 2-3 years, depending on enrollment growth trends. Since we have used all free space we will need to brainstorm vatious ways to handle growth beyond our current capacity.

2.6.1.2. **Explanation of how resources will be used:** Any additional mailboxes acquired will be used for an increasing student body. The current mailbox count should be adequate for the next 2-3 years.

2.6.2. **Outcome 2 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

2.6.2.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 2:** Click here to enter dollar amount/other resources required.

2.6.2.2. **Explanation of how resources will be used:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

2.6.3. **Outcome 3 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

2.6.3.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 3:** Click here to enter dollar amount/other resources required.

2.6.3.2. **Explanation of how resources will be used:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

2.6.4. **Outcome 4 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

2.6.4.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 4:** Click here to enter dollar amount/other resources required.

2.6.4.2. **Explanation of how resources will be used:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

2.6.5. **Outcome 5 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

2.6.5.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 5:** Click here to enter dollar amount/other resources required.

2.6.5.2. **Explanation of how resources will be used:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

2.7. **Summary Comments for Outcomes 1-5:**

With the large freshman class the Lander Post Office did not have enough mailboxes for each student. We increased the number of mailboxes we have on campus. As we continue to grow, we need to monitor enrollment/housing numbers to plan for our next increase. Currently, the Post Office is at capacity so we would need to determine alternate solutions in the next couple of years.

2.8. **Changes made/proposed to program as a result of Outcomes 1-5:** Additional mailboxes were installed to meet enrollment/housing numbers.

## 3. UNIT/PROGRAM GOAL 3: Click here to enter Unit/Program Goal. i.e.: "To demonstrate the ability to…"

3.1. **STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** Choose a Pillar

3.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** Click here to enter Timeframe (Fall 2017, Academic Year 2017-2018, etc.)

3.3. **INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES**[3]

| | Indicator of Success / Student Learning Outcome | Summary Data for this Timeframe | Expected Outcome: Met (3) | Expected Outcome: Partially Met (2) | Expected Outcome: Not Met (1) | Score |
|---|---|---|---|---|---|---|
| 3.3.1 | Outcome 1: click here to enter Indicator of Success/Student Learning Outcome 1. | Click here to enter Outcome 1 Summary Data. | Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program. | Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 1: Score. |
| 3.3.2 | Outcome 2: click here to enter Indicator of Success/Student Learning Outcome 2. | Click here to enter Outcome 2 Summary Data. | Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 2: Score. |

[3] Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

| | | | | | | |
|---|---|---|---|---|---|---|
| 3.3.3 | Outcome 3: click here to enter Indicator of Success/Student Learning Outcome 3. | Click here to enter Outcome 3 Summary Data. | Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program. | Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 3: Score. |
| 3.3.4 | Outcome 4: click here to enter Indicator of Success/Student Learning Outcome 4. | Click here to enter Outcome 4 Summary Data. | Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program. | Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 4: Score. |
| 3.3.5 | Outcome 5: click here to enter Indicator of Success/Student Learning Outcome 5. | Click here to enter Outcome 5 Summary Data. | Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program. | Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 5: Score. |

3.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** Click here to add an average score (i.e.: Outcome 1 Score = 3 + Outcome Score 2 = 1 + Outcome 3 Score = 1 + Outcome 4 Score = 2 + Outcome 5 Score = 3. Total of Outcome Scores 1 – 5 = 10 ÷ 5 Total Outcomes = 2.00.)

3.5. **ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

| Indicator of Success | Assessment Instruments | Frequency of Assessment |
|---|---|---|
| 3.5.1. | Outcome 1: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 1. | Outcome 1: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 1. |
| 3.5.2. | Outcome 2: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 2. | Outcome 2: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 2. |
| 3.5.3. | Outcome 3: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 3. | Outcome 3: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 3. |
| 3.5.4. | Outcome 4: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 4. | Outcome 4: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 4. |
| 3.5.5. | Outcome 5: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 5. | Outcome 5: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 5. |

3.6. **REVIEW AND SUMMARY OF EXPECTED OUTCOMES –** Date Reviewed: Click here to enter a review date.
(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT)**:**

3.6.1. **OUTCOME 1 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

3.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** Click here to enter dollar amount/other resources required.

3.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

3.6.2. **Outcome 2 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

3.6.2.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 2:** Click here to enter dollar amount/other resources required.

3.6.2.2. **Explanation of how resources will be used:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

3.6.3. **Outcome 3 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

3.6.3.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 3:** Click here to enter dollar amount/other resources required.

3.6.3.2. **Explanation of how resources will be used:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

3.6.4. **Outcome 4 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

3.6.4.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 4:** Click here to enter dollar amount/other resources required.

3.6.4.2. **Explanation of how resources will be used:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

3.6.5. **Outcome 5 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

3.6.5.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 5:** Click here to enter dollar amount/other resources required.

3.6.5.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

3.7. **SUMMARY COMMENTS FOR OUTCOMES 1-5:**
Click here to enter a discussion of the assessment results of all Expected Outcomes combined.

3.8. **CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5:** Click here to list the changes made/proposed to the program as a result of an analysis of the assessment results. Please be concise yet thorough.

## 4. UNIT/PROGRAM GOAL 4: Click here to enter Unit/Program Goal. i.e.: "To demonstrate the ability to…"

4.1. **STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** Choose a Pillar

4.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** Click here to enter Timeframe (Fall 2017, Academic Year 2017-2018, etc.)

4.3. **INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES**[4]

| | Indicator of Success / Student Learning Outcome | Summary Data for this Timeframe | Expected Outcome: Met (3) | Expected Outcome: Partially Met (2) | Expected Outcome: Not Met (1) | Score |
|---|---|---|---|---|---|---|
| 4.3.1 | Outcome 1: click here to enter Indicator of Success/Student Learning Outcome 1. | Click here to enter Outcome 1 Summary Data. | Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program. | Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 1: Score. |
| 4.3.2 | Outcome 2: click here to enter Indicator of Success/Student Learning Outcome 2. | Click here to enter Outcome 2 Summary Data. | Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 2: Score. |

[4] Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

| | | | | | | |
|---|---|---|---|---|---|---|
| 4.3.3 | Outcome 3: click here to enter Indicator of Success/Student Learning Outcome 3. | Click here to enter Outcome 3 Summary Data. | Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program. | Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 3: Score. |
| 4.3.4 | Outcome 4: click here to enter Indicator of Success/Student Learning Outcome 4. | Click here to enter Outcome 4 Summary Data. | Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program. | Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 4: Score. |
| 4.3.5 | Outcome 5: click here to enter Indicator of Success/Student Learning Outcome 5. | Click here to enter Outcome 5 Summary Data. | Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program. | Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 5: Score. |

4.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** Click here to add an average score (i.e.: Outcome 1 Score = 3 + Outcome Score 2 = 1 + Outcome 3 Score = 1 + Outcome 4 Score = 2 + Outcome 5 Score = 3. Total of Outcome Scores 1 – 5 = 10 ÷ 5 Total Outcomes = 2.00.)

4.5. **ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

| Indicator of Success | Assessment Instruments | Frequency of Assessment |
|---|---|---|
| 4.5.1. | Outcome 1: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 1. | Outcome 1: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 1. |
| 4.5.2. | Outcome 2: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 2. | Outcome 2: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 2. |
| 4.5.3. | Outcome 3: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 3. | Outcome 3: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 3. |
| 4.5.4. | Outcome 4: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 4. | Outcome 4: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 4. |
| 4.5.5. | Outcome 5: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 5. | Outcome 5: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 5. |

4.6. **REVIEW AND SUMMARY OF EXPECTED OUTCOMES –** Date Reviewed: Click here to enter a review date.
(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT)**:**

4.6.1. **OUTCOME 1 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

4.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** Click here to enter dollar amount/other resources required.

4.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

4.6.2. **Outcome 2 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

4.6.2.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 2:** Click here to enter dollar amount/other resources required.

4.6.2.2. **Explanation of how resources will be used:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

4.6.3. **Outcome 3 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

4.6.3.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 3:** Click here to enter dollar amount/other resources required.

4.6.3.2. **Explanation of how resources will be used:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

4.6.4. **Outcome 4 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

4.6.4.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 4:** Click here to enter dollar amount/other resources required.

4.6.4.2. **Explanation of how resources will be used:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

4.6.5. **Outcome 5 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

4.6.5.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 5:** Click here to enter dollar amount/other resources required.

4.6.5.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

4.7. **SUMMARY COMMENTS FOR OUTCOMES 1-5:**
Click here to enter a discussion of the assessment results of all Expected Outcomes combined.

4.8. **CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5:** Click here to list the changes made/proposed to the program as a result of an analysis of the assessment results. Please be concise yet thorough.

## 5. UNIT/PROGRAM GOAL 5: Click here to enter Unit/Program Goal. i.e.: "To demonstrate the ability to…"

5.1. **STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** Choose a Pillar

5.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** Click here to enter Timeframe (Fall 2017, Academic Year 2017-2018, etc.)

5.3. **INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES**[5]

| | Indicator of Success / Student Learning Outcome | Summary Data for this Timeframe | Expected Outcome: Met (3) | Expected Outcome: Partially Met (2) | Expected Outcome: Not Met (1) | Score |
|---|---|---|---|---|---|---|
| 5.3.1 | Outcome 1: click here to enter Indicator of Success/Student Learning Outcome 1. | Click here to enter Outcome 1 Summary Data. | Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program. | Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 1: Score. |
| 5.3.2 | Outcome 2: click here to enter Indicator of Success/Student Learning Outcome 2. | Click here to enter Outcome 2 Summary Data. | Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 2: Score. |

[5] Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

| | | | | | | |
|---|---|---|---|---|---|---|
| 5.3.3 | Outcome 3: click here to enter Indicator of Success/Student Learning Outcome 3. | Click here to enter Outcome 3 Summary Data. | Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program. | Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 3: Score. |
| 5.3.4. | Outcome 4: click here to enter Indicator of Success/Student Learning Outcome 4. | Click here to enter Outcome 4 Summary Data. | Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program. | Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 4: Score. |
| 5.3.5. | Outcome 5: click here to enter Indicator of Success/Student Learning Outcome 5. | Click here to enter Outcome 5 Summary Data. | Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program. | Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program. | Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program. | Outcome 5: Score. |

5.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** Click here to add an average score (i.e.: Outcome 1 Score = 3 + Outcome Score 2 = 1 + Outcome 3 Score = 1 + Outcome 4 Score = 2 + Outcome 5 Score = 3. Total of Outcome Scores 1 – 5 = 10 ÷ 5 Total Outcomes = 2.00.)

5.5. **ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

| Indicator of Success | Assessment Instruments | Frequency of Assessment |
|---|---|---|
| 5.5.1. | Outcome 1: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 1. | Outcome 1: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 1. |
| 5.5.2. | Outcome 2: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 2. | Outcome 2: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 2. |
| 5.5.3. | Outcome 3: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 3. | Outcome 3: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 3. |
| 5.5.4. | Outcome 4: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 4. | Outcome 4: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 4. |
| 5.5.5. | Outcome 5: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 5. | Outcome 5: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 5. |

5.6. **REVIEW AND SUMMARY OF EXPECTED OUTCOMES –** Date Reviewed: Click here to enter a review date.
(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT)**:**

5.6.1. **OUTCOME 1 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

5.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** Click here to enter dollar amount/other resources required.

5.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

5.6.2. **Outcome 2 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

5.6.2.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 2:** Click here to enter dollar amount/other resources required.

5.6.2.2. **Explanation of how resources will be used:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

5.6.3. **Outcome 3 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

5.6.3.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 3:** Click here to enter dollar amount/other resources required.

5.6.3.2. **Explanation of how resources will be used:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

5.6.4. **Outcome 4 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

5.6.4.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 4:** Click here to enter dollar amount/other resources required.

5.6.4.2. **Explanation of how resources will be used:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

5.6.5. **Outcome 5 Comments:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

5.6.5.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 5:** Click here to enter dollar amount/other resources required.

5.6.5.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

5.7. **SUMMARY COMMENTS FOR OUTCOMES 1-5:**
Click here to enter a discussion of the assessment results of all Expected Outcomes combined.

5.8. **CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5:** Click here to list the changes made/proposed to the program as a result of an analysis of the assessment results. Please be concise yet thorough.