**SAMPLE ASSESSMENT PLAN: ADMISSIONS OFFICE**

# California University of Pennsylvania Office of Assessment and Accreditation

**ADMINISTRATIVE ASSESSMENT PLAN REPORT**

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| ***Instructions****: Use this template to report your unit’s mission, outcomes, and plan of assessment (which includes two means of measurement for each outcome to be assessed this year, and the criterion of success for each measure). Answer all the questions for each outcome you plan to measure****. The APAC will assist you with all parts of this task!*** | |
| Division | Academic Affairs |
| Admin Unit | Admissions Office |
| Contact Name | William Taft |
| Email | [Taft\_W@calu.edu](mailto:Taft_W@Calu.edu) |
| Academic Year | FY 18-19 |
|  | |
| Unit Mission | |
| *The mission of the Office of Admissions is to recruit, admit, and serve a diverse student population regionally, nationally, and internationally...* | |
| *Complete as many of the following boxes as you need to that reflect your plan for assessment THIS YEAR, delete the rest.* | |
| Continuous Improvement Plan | |
|  | |
| 1 Outcome to be measured this year | |

|  |  |
| --- | --- |
| *Increase professional development opportunities for the Admissions Staff* | |
| Relationship to the University Mission/Strategic Plan (check all that apply)  ☒Enhance academic excellence   * Operate with sound and efficient fiscal and governance practices   ☒Create a learning and working environment that promotes diversity, civility, and inclusiveness   * Promote and provide public service * Enhance the quality of student life | |
| Means of Measurement | Criterion for Success |
| 1: *Summary of Admissions Staff Evaluations: Professional Development Section* | 1. *At least 50% of Admissions personnel will attend or present at a conference annually.* |
| 2: | 2. |
|  | |

*Sample assessment plan and report adapted from: Office Academic Decision Support: Virginia Tech* [*http://www.ads.vt.edu/assessment.html*](http://www.ads.vt.edu/assessment.html)

**SAMPLE ASSESSMENT PLAN: BUSINESS OFFICE**

# California University of Pennsylvania Office of Assessment and Accreditation

**ADMINISTRATIVE ASSESSMENT PLAN REPORT**

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| ***Instructions****: Use this template to report your unit’s mission, outcomes, and plan of assessment (which includes two means of measurement for each outcome to be assessed this year, and the criterion of success for each measure). Answer all the questions for each outcome you plan to measure****. The APAC will assist you with all parts of this task!*** | |
| Division | Administration and Finance |
| Admin Unit | Business Office |
| Contact Name | Grover Cleveland |
| Email | [Cleveland\_G@calu.edu](mailto:Cleveland_G@Calu.edu) |
| Academic Year | FY18-19 |
|  | |
| Unit Mission | |
| *The mission of the Business Office of Admissions is to …..* | |
| *Complete as many of the following boxes as you need to that reflect your plan for assessment THIS YEAR, delete the rest.* | |
| Continuous Improvement Plan | |
|  | |
| 1 Outcome to be measured this year | |
| *Ensure accurate and timely processing for invoices during the 2016-2017 fiscal year.* | |

|  |  |
| --- | --- |
| Relationship to the University Mission/Strategic Plan (check all that apply)   * Enhance academic excellence   ☒Operate with sound and efficient fiscal and governance practices   * Create a learning and working environment that promotes diversity, civility, and inclusiveness * Promote and provide public service * Enhance the quality of student life | |
| Means of Measurement | Criterion for Success |
| 1: *Excel spreadsheet containing invoices and payment terms* | 1. *At least 90% of invoices will be paid within payment terms.* |
| 2: | 2. |
|  | |

*Sample assessment plan and report adapted from: Office Academic Decision Support: Virginia Tech* [*http://www.ads.vt.edu/assessment.html*](http://www.ads.vt.edu/assessment.html)

**SAMPLE ASSESSMENT PLAN: LIBRARY SERVICES**

# California University of Pennsylvania Office of Assessment and Accreditation

**ADMINISTRATIVE ASSESSMENT PLAN REPORT**

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| ***Instructions****: Use this template to report your unit’s mission, outcomes, and plan of assessment (which includes two means of measurement for each outcome to be assessed this year, and the criterion of success for each measure). Answer all the questions for each outcome you plan to measure****. The APAC will assist you with all parts of this task!*** | |
| Division | Library Services |
| Admin Unit | Academic Affairs |
| Contact Name | A. Bookman |
| Email | [Bookman\_A@calu.edu](mailto:Bookman_A@calu.edu) |
| Academic Year | FY 18-19 |
|  | |
| Unit Mission | |
| *The mission of the Library is to …..* | |
| *Complete as many of the following boxes as you need to that reflect your plan for assessment THIS YEAR, delete the rest.* | |
| Continuous Improvement Plan | |
|  | |
| 1 Outcome to be measured this year | |
| *Patrons will demonstrate satisfaction with library services* | |

|  |  |
| --- | --- |
|  | |
| Relationship to the University Mission/Strategic Plan (check all that apply)  ☒Enhance academic excellence   * Operate with sound and efficient fiscal and governance practices * Create a learning and working environment that promotes diversity, civility, and inclusiveness * Promote and provide public service * Enhance the quality of student life | |
| Means of Measurement | Criterion for Success |
| 1: *Annual survey (attached)* | 1. *In the annual user survey, 80% of respondents will respond that they are “satisfied” or “very satisfied” with library services.* |
| 2: | 2. |
|  | |