**SAMPLE ASSESSMENT REPORT: ADMISSIONS OFFICE**

# California University of Pennsylvania Office of Assessment and Accreditation

**ADMINISTRATIVE ASSESSMENT RESULTS REPORT**

Attach the following document (completed) to your *Plan Report* and submit as ONE Document. Complete as many boxes as necessary and delete any you do not use.

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| EDUCATIONAL OUTCOME 1 |
| **RESULTS** (Numerical summary: sample size, means, standard deviations, percentages, etc.) |
| *For the 2017-2018 fiscal year, 29% of Admissions office personnel attended or presented at a conference. The target was not met for this measure.* |
| **ANALYSIS** (Statement regarding criterion of success and any additional information you gleaned as a result of the measure) |
| *The findings for Outcome 1 show that the Admissions office did not meet the target of providing professional development to at least 50% of the faculty/staff by the way of attending or presenting at a conference. Unfortunately, the budget only allowed for 29% of the faculty/staff to attend conferences. The findings show the need for creating more opportunities for professional development other than attending or presenting at conferences.* |
| **ACTIONS** (What are you going to do in light of this assessment?) |
| *Admissions Office created an Action Plan providing more “in-house” professional development for staff when necessary funds are not available to send at least 50% of them to a conference annually.* |

*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 REPORT: BUSINESS OFFICE**

# California University of Pennsylvania Office of Assessment and Accreditation

**ADMINISTRATIVE ASSESSMENT RESULTS REPORT**

Attach the following document (completed) to your *Plan Report* and submit as ONE Document. Complete as many boxes as necessary and delete any you do not use.

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| EDUCATIONAL OUTCOME 1 |
| **RESULTS** (Numerical summary: sample size, means, standard deviations, percentages, etc.) |
| *For the 2016-2017 fiscal year, 95% of all invoices were paid within payment terms. The target was met for Measure 1.* |
| **ANALYSIS** (Statement regarding criterion of success and any additional information you gleaned as a result of the measure) |
| *We believe this result is due to having three clerks devoting at least the equivalent of three full days processing the accounts payable. We will reduce this to 2 days to focus on outcome #2 and monitor the criterion of this outcome weekly to gauge if clerical time is used efficiently and effectively.* |
| **ACTIONS** (What are you going to do in light of this assessment?) |
| *In its 2016-17 Assessment Report, the Business Department did not meet its target for outcome**#3: “All campus clients will be satisfied with the turnaround time on check reimbursements for staff travel.” As described in the Report, the department’s action plan stated that it would flowchart the reimbursement process, analyze documents, and conduct interviews to develop strategies to improve the outcome results. Results of the analysis demonstrated that the process lacked clear roles and responsibilities for reimbursement procedures. An R x R matrix was developed during the fall retreat, and new responsibilities were assigned to staff (see attached minutes, matrix, and related documentation). Improvements resulted in 100% satisfaction rate for spring 17’ semester.* |

*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 REPORT: LIBRARY SERVICES**

# California University of Pennsylvania Office of Assessment and Accreditation

**ADMINISTRATIVE ASSESSMENT RESULTS REPORT**

Attach the following document (completed) to your *Plan Report* and submit as ONE Document. Complete as many boxes as necessary and delete any you do not use.

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| EDUCATIONAL OUTCOME 1 |
| **RESULTS** (Numerical summary: sample size, means, standard deviations, percentages, etc.) |
| *In 2016-2017, 220 patrons completed the annual library survey. Among those surveyed, 86% indicated they were “satisfied” or “very satisfied” with library services*. |
| **ANALYSIS** (Statement regarding criterion of success and any additional information you gleaned as a result of the measure) |
| *Although the target was met, library staff expressed that the benchmark or criteria should be set at a higher level. Next year, we will increase our target to 90% and make the following effort to improve patron satisfaction:**Place a comment box at the circulation desk and discuss comments at staff meetings. We will begin the initiative in September 2018*. |
| **ACTIONS** (What are you going to do in light of this assessment?) |
| 1. *Increase our target to 90% and*
2. *Place a comment box at the circulation desk beginning in September 2018*
 |

*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)