LANDER UNIVERSITY
OFFICE OF ACADEMIC AFFAIRS

UNIT/PROGRAM NAME:	Registrar's Office
OFFICE OF PRIMARY RESPONSIBILITY:	Registrar's Office
ASSESSMENT COORDINATOR:	Kelly Proctor
SUBMISSION DATE OF THE REPORT:	Monday, November 05, 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:

- These reports should demonstrate on-going planning and assessment in each area. The results assist in decision making about curricular and programmatic revisions.
- Describe your Unit/Program Goal. Think about adding new goals or modifying previously reported ones.
- Choose a "Pillar for Success" from Lander's Strategic Plan that your goal best aligns with.
- Timeframe: Each report should use data from the past year. For the Fall 2018 report you should use data from the Academic Year 2017-2018 or Calendar Year 2017. Historical data should be referenced in the Review and Summary of Expected Outcomes section if applicable.
- Use multiple assessments (Indicators of Success) for each Unit Goal if possible. *If this is a new goal, you may not have collected data yet. This is acceptable and should be indicated.
- Assessment Instruments: Develop and/or use methods and instruments that are uniquely suited to the Indicators of Success.
- Review and Summary of Expected Outcomes:
    - If you are using a goal that you have submitted in the past, please provide a narrative that includes an analysis of historical data and current data. It should include evidence of improvement or clarification of why improvement has not been accomplished. It should include a summary of what steps can be taken to accomplish the goal and what resources are needed to meet the goal or sustain the results.
    - If you are using a new goal and you have collected data, please provide a narrative that includes an analysis of your data and a plan for improvement. This plan should include a summary of what steps can be taken to accomplish the goal and what resources are needed to meet the goal or sustain the results. *If you are using a new goal and have not yet collected data, please provide a summary of why the goal has been added, how meeting this goal would improve your program/unit, and any expectations that you have for it.

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1. UNIT/PROGRAM GOAL 1: Provide timely and accurate service for students, faculty, staff and community.

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

1.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** Spring 2017 – Fall 2017

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	Percent of courses registered online for the year. *I will be removing this goal next year.	Spring 2017 13831/14798 = 93.4% Summer 2017 1171/1321 = 88.6% Fall 2017 11373/17619 = 64.5% Total For Year 26,375/ 33,738 = 78.2%	100 – 75	74 - 70	< 69	3.00

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

1.3.2	Percent of courses registered before the first day of class. *I will be removing this goal next year.	Spring 2017 13249/14798 = 89.5% Summer 1 2017 721/749 = 96% Summer 2 2017 534/572 = 93% Fall 2017 16360/17619 =92.8% Total For Year 30,864/33,738 =91.4%	100 - 85	84 - 80	<79	3.00
1.3.3	Number of student created enrollment verifications through the National Student Clearinghouse for the year.	Total For Year 1/1/17 – 12/31/17 419/3,602 = 11.6%	100 - 75	74 – 70	<69	1.00

1.3.4.	Percentage of online transcript requests (vs. other types of written requests)	Total For Year 1/1/17 – 12/31/17 4173 /4714 = 88.5%	100 – 75	74 - 50	<50	3.00
1.3.5.	Percentage of requests for electronic transcripts.	Total For Year 1/1/17 – 12/31/17 1660 / 4714 = 35%	100 – 60	59 - 40	<40	1.00

1.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS**: 3 (Outcome 1) + 3 (Outcome 2) + 1(Outcome 3) + 3 (Outcome 4) + 1 (Outcome 5) = 11 / 5 = 2.2

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

Indicator of Success	Assessment Instruments	Frequency of Assessment
1.5.1.	Banner – Student Information System	Annually
1.5.2.	Banner – Student Information System	Annually
1.5.3.	National Student Clearinghouse Monthy Reports Banner – Student Information System	Annually
1.5.4.	Banner – Student Information System	Annually
1.5.5.	Banner – Student Information System	Annually

1.6. **Review and Summary of Expected Outcomes** – Date Reviewed: 10/12/2018

(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:** For the year, 78.2% of courses were registered for online. The Academic Success Center builds schedules for all first time freshmen for the fall semesters. This is why the fall numbers are lower than the spring and summer numbers. We will always build schedules for first time freshmen in the fall semesters. We will also always register students in contract courses in the summer. For this reason, we will never have 100%. I believe we have met this goal and I will be removing this goal next year.

1.6.1.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 1:** No additional resources needed.

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

1.6.2. **Outcome 2 Comments:** For the year, 91.4% of courses were registered for before the first day of classes. This goal will never be 100% met because we have students who change their schedules during the drop/add period. We also register students into FALS 101 at the end of each semester when the FALS requirement has been met. In the summer, we register students for contract courses after the add/drop period. Our summer numbers went up because we no longer register students for LU 102 in the summer or LU 103 in the fall. I believe we have met this goal and I will be removing this goal next year.

1.6.2.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 2:** No additional resources needed.

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

1.6.3. **Outcome 3 Comments:** The 11.6% number represents the number of student created enrollment verifications through the National Student Clearinghouse versus office created verifications. Office created verifications are needed for requests prior to the beginning of each semester and until the report is submitted the third week of classes. We did not have a number of office-created verficiations, so the denominator was unduplicated headcount for academic year. We have found that more students are needing these verifications before we submit the Clearinghouse reports. We are researching ways to improve this goal. In the Fall 2017 semester, we began submitting an extra enrollment report before the semester begins.

1.6.3.1. **Additional Resources Required to Achieve or Sustain Results for Indicator of Success 3:** No additional resources needed.

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

1.6.4. **OUTCOME 4 COMMENTS:** For the year, 88.5% of transcript requests were made online. This number increases each year. We still have students that fax or mail in transcript requests instead of requesting them online. We also have students that must complete our "Archived Record Release" form because they attended Lander prior to 1985. The Registrar's Office will also print transcripts for students who have completed an Academic Petition form and need to be reviewed by the University Petitions Committee.

1.6.4.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 4:** No additional resources needed.

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

1.6.5. **OUTCOME 5 COMMENTS:** For the year, 35% of transcripts sent, were sent electronically to other schools or to students. The electronic transcript option wasn't available until November 2016.

1.6.5.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 5:** No additional resources needed.

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:**
Overall, I feel like the Registrar's Office provides timely and accurate service for our students, faculty, staff and the community. One positive change for last year is that students and alumni can now request electronic transcripts online. We have also added another staff member to the Registrar's Office that can focus on special projects that our students or faculty may need.

1.8. **CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5:** I will be removing the first and second indicators for success "The Percent of courses registered online for the year" and "Percent of courses registered before the first day of class." I feel that the Registrar's Office has met these goals. For next year, I will start tracking the number of degree evaluations that are ran and the number of course substitutions submitted for pending graduates.

2. UNIT/PROGRAM GOAL 2: Provide timely and accurate service for evaluation of official transcripts.

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

2.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** Spring 2017 – Fall 2017

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	Percentage of completed evaluations within one month of receipt, newly admitted, Spring.	Spring 2017 254/280 = 90.7%	100-70	69-50	<49	3.00
2.3.2	Percentage of completed evaluations within one month of receipt, newly admitted, Fall.	Fall 2017 1257/1302 = 96.5%	100-70	69-50	<49	3.00
2.3.3	Percentage of completed evaluations within one month of receipt, continuing students, Spring.	Spring 2017 39/43 = 90.6%	100-70	69-50	<49	3.00
2.3.4	Percentage of completed evaluations within one month of receipt, continuing students, Fall.	Fall 2017 41/49 =83.6%	100-70	69-50	<49	3.00

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

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 (Outcome 1) + 3 (Outcome 2) + 3(Outcome 3) + 3 (Outcome 4) = 12 / 4 = 3

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

Indicator of Success	Assessment Instruments	Frequency of Assessment
2.5.1.	Banner – Student Information System	Annually
2.5.2.	Banner – Student Information System	Annually
2.5.3.	Banner – Student Information System	Annually
2.5.4.	Banner – Student Information System	Annually
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: 11/2/2018
(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:** For the Spring 2017 semester, 90.7% of transfer work was posted within 1 month of receiving the college/university transcript. This is for new students who applied to Lander in the Spring 2017 semester. We started using a program called TES (Transfer Evaluation System) from College Source in October 2015. Our number for the Spring 2015 semester was 84% so we had a 6.7% increase since that year.

2.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** We currently pay College Source $4,322 every year to use the TES program.

2.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Before using TES, it took approximately 2 months to review UNCR courses. A course coded as UNCR means that we do not have a Lander equivalency. TES reduces the amount of time it takes to get course information and course descriptions from other schools to the Deans to be reviewed.

2.6.2. **OUTCOME 2 COMMENTS:** For the Fall 2017 semester, 96.5% of transfer work was posted within 1 month of receiving the college/university transcript. This is for new students who applied to Lander in the Fall 2017 semester. We started using a program called TES (Transfer Evaluation System) from College Source in October 2015. Our number for the Fall 2015 semester was 90% so we had a 6.5% increase since that year.

2.6.2.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 2:** We currently pay College Source $4,322 every year to use the TES program.

2.6.2.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Before using TES, it took approximately 2 months to review UNCR courses. A course coded as UNCR means that we do not have a Lander equivalency. TES reduces the amount of time it takes to get course information and course descriptions from other schools to the Deans to be reviewed.

2.6.3. **OUTCOME 3 COMMENTS:** For the Spring 2017 semester, 90.6% of transfer work was posted within 1 month of receiving the college/university transcript. This number is for continuing students who were enrolled at Lander during the Spring 2017 semester. We started using a program called TES (Transfer Evaluation System) from College Source in October 2015. Our number for the Spring 2015 semester was 89% so we had a 1.6% increase since that year.

2.6.3.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 3:** We currently pay College Source $4,322 every year to use the TES program.

2.6.3.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Before using TES, it took approximately 2 months to review UNCR courses. A course coded as UNCR means that we do not have a Lander equivalency. TES reduces the amount of time it takes to get course information and course descriptions from other schools to the Deans to be reviewed.

2.6.4. **OUTCOME 4 COMMENTS:** For the Fall 2017 semester, 83.6% of transfer work was posted within 1 month of receiving the college/university transcript. This number is for continuing students who were enrolled at Lander during the Fall 2017 semester. We started using a program called TES (Transfer Evaluation System) from College Source in October 2015. Our number for the Fall 2015 semester was 89% so our number decreased since that year. In Fall 2017, we reviewed 1,351 transcripts (new and continuing students combined). In Fall 2015, we reviewed 1,009 transcripts (new and continuing students combined). We reviewed 342 more transcripts in Fall 2017 than in Fall 2015. When reviewing transcripts in the fall, we try to review them based on the date we receive them. We also have Transfer Week, Freshmen Orientation week, and New Student Orientation. During those times we tend to review transcripts for new students since they are on campus and would like to have everything posted during that time for advisement.

2.6.4.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 4:** We currently pay College Source $4,322 every year to use the TES program.

2.6.4.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Before using TES, it took approximately 2 months to review UNCR courses. A course coded as UNCR means that we do not have a Lander equivalency. TES reduces the amount of time it takes to get course information and course descriptions from other schools to the Deans to be reviewed.

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:**

Overall, I feel that the Registrar's Office posts transfer credit in a timely manner once the transcripts are received. We have improved our turnaround time on reviewing UNCR courses by using the TES program.

2.8. **CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5:** For next year, I will change the goal from posting transfer credit within a month to posting transfer credit within two weeks.

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.