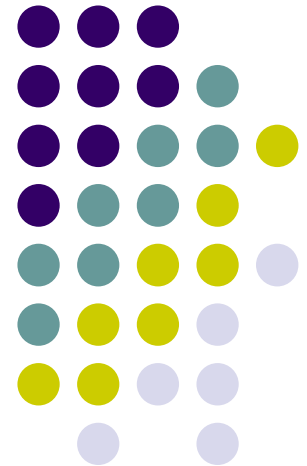
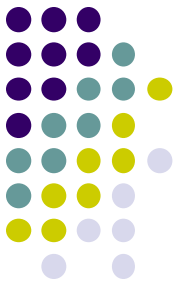


Assessment

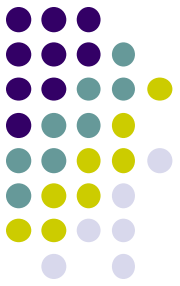
UNT Health Science Center
Office of Strategy &
Measurement





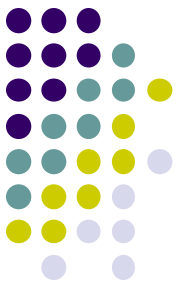
Assessment Learning Objectives

- At the end of this training session, participants should be able to:
 - Describe the purpose and importance of assessment
 - Distinguish the differences between student learning outcomes and program objectives
 - Create outcomes/objectives, measures and targets for their respective program areas

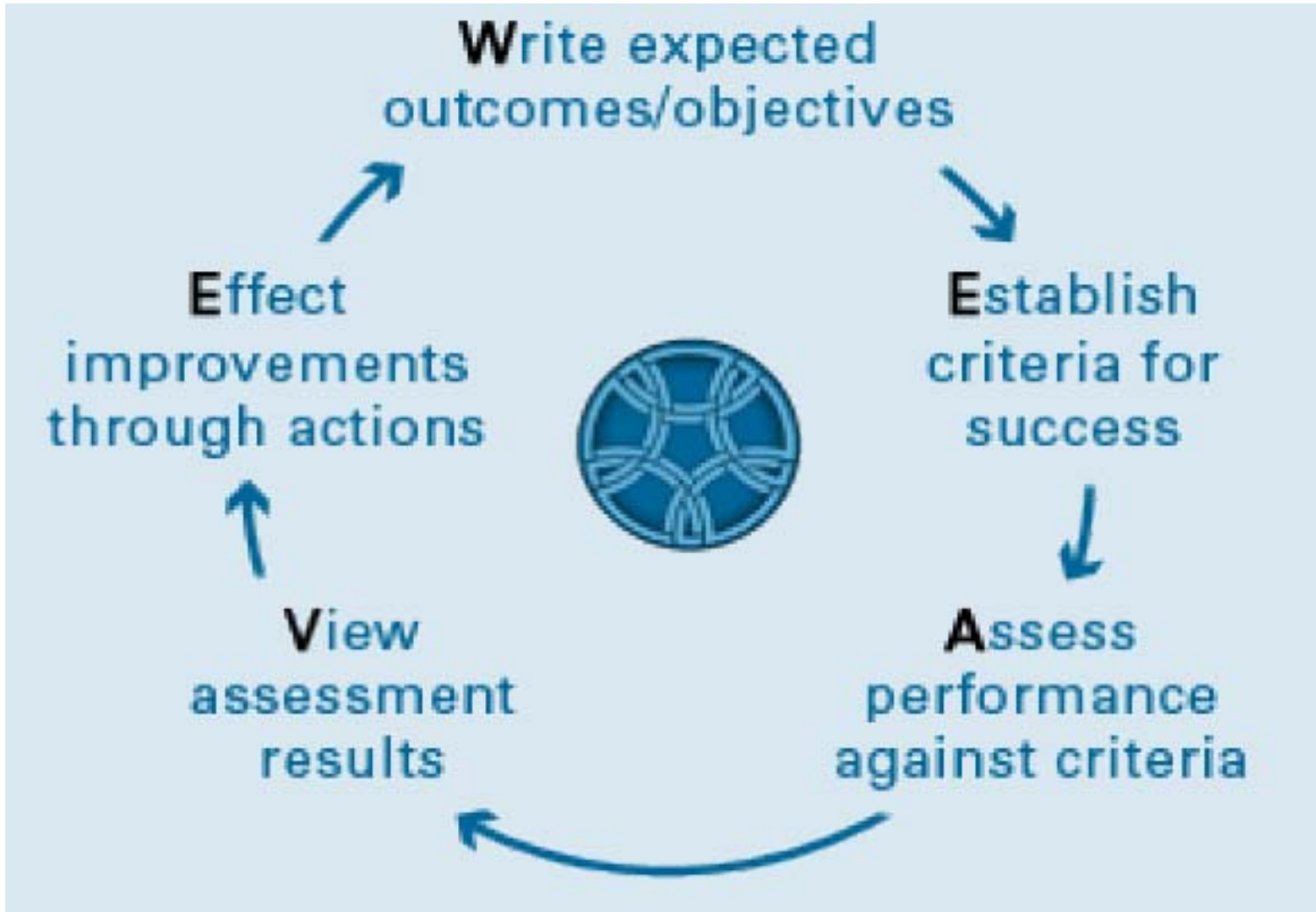


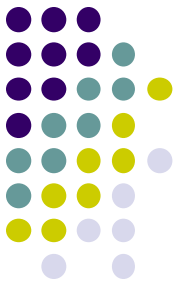
Assessment Defined

Assessment is a systematic process of establishing outcomes/objectives, measures and targets and gathering and interpreting findings to discover whether a program is meeting established objectives and then of using that information to develop action plans for program improvements.



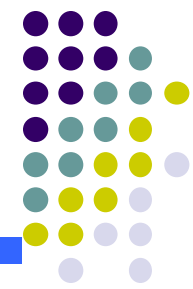
Assessment is a Process





Why Conduct Assessment?

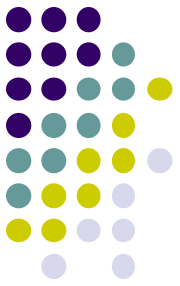
- Internal Considerations
 - Meet long-term (strategic) goals
 - Meet short-term (tactical) objectives or targets at the program level
 - Advance understanding of education, educational support, research, administration, service and influencing factors



UNTHSC Strategy Map 2008

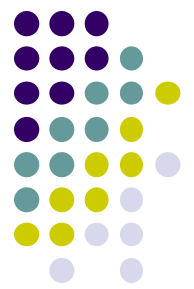
Mission		Vision	Values		
<i>To improve the health and quality of life for the people of Texas and beyond through excellence in education, research, clinical care, and community engagement and to provide national leadership in primary care</i>		<i>To become a top 10 health science center</i>	Compassion Integrity	Excellence Pride	Innovation Teamwork
<p>Goals What do we expect to achieve?</p> <p><u>Administration</u> Optimally support and facilitate the creation of a top 10 health science center devoted to developing knowledge and creating professionals to maximize health and quality of life</p> <p>Tactical Initiatives – How will we accomplish our goals?</p> <ol style="list-style-type: none"> 1. Develop and implement mission-based budget, metrics and organizational structure 2. Create a culture of excellence, performance improvement and accountability that values our heritage 3. Develop and implement an aggressive strategy to increase government funding 4. Create and implement a staff development program 5. Develop long term strategic plan through 2015 <p>Metrics – How do we know that we are there?</p> <ol style="list-style-type: none"> 1. Administration cost as percentage of total expenditures 2. Faculty and staff pride survey 3. Team orientation rating 	<p>Goals What do we expect to achieve?</p> <p><u>Academic Affairs</u> Create knowledge, scientists and healthcare professionals devoted to meeting the critical health needs of the state of Texas and the nation</p> <p>Tactical Initiatives – How will we accomplish our goals?</p> <ol style="list-style-type: none"> 1. Develop capacity to expand existing academic programs and develop new educational offerings in Pharmacy, Physical Therapy, and Health Administration 2. Strengthen the recruitment and retention of a diverse and highly qualified student body and faculty 3. Establish a quality enhancement process that supports successful SACS reaffirmation and prepares graduates to achieve the highest levels of performance in their respective health professions 4. Create and implement a faculty development program 5. Create student-centric course catalog and syllabus <p>Metrics – How do we know that we are there?</p> <ol style="list-style-type: none"> 1. Academic program revenues 2. Number of enrolled students 3. Student satisfaction 	<p>Goals What do we expect to achieve?</p> <p><u>Research</u> To become the leading health science center devoted to collaborative and translational research focused on critical health needs of Texas and the nation</p> <p>Tactical Initiatives – How will we accomplish our goals?</p> <ol style="list-style-type: none"> 1. Promote and support interdisciplinary research, blending basic, clinical and public health investigation, with particular emphasis in the following areas of strength: Aging and Alzheimer's Disease; Physical and Osteopathic Manipulative Medicine; Health Disparities, Women's Health, and Cancer 2. Assist investigators in securing extramural funding as well as disseminating knowledge in peer reviewed publications and national scientific meetings 3. Strengthen each school's capacity to support the research goals of UNTHSC <p>Metrics – How do we know that we are there?</p> <ol style="list-style-type: none"> 1. Total extramural research award funding 2. Dollar value of grant applications submitted 3. Total number of unduplicated peer reviewed publications in print or in press 	<p>Goals What do we expect to achieve?</p> <p><u>Clinical Care</u> To become the preeminent multispecialty medical practice in Tarrant County and the health care partner of choice in our communities</p> <p>Tactical Initiatives – How will we accomplish our goals?</p> <ol style="list-style-type: none"> 1. Develop capacity to become Tarrant County's leading provider of clinical services, including the development of centers of excellence in: <ol style="list-style-type: none"> a. Aging and Alzheimer's b. Musculoskeletal and Osteopathic Manipulative Medicine c. Women's Health 2. Optimize patient access through a centralized call center and simplified appointment scheduling process. 3. Complete Phase 2 of the Electronic Medical Record implementation. 4. Show continuous improvement in patient satisfaction as compared to baseline survey data. 5. Develop a comprehensive professional development program for UNT Health staff members <p>Metrics – How do we know that we are there?</p> <ol style="list-style-type: none"> 1. Overall patient satisfaction 2. Time to next third new appt 3. UNT Health administrative costs 4. Providers using the EMR 5. Percentage of support staff trng 6. Total clinical revenues 7. Days of cash on hand 8. Clinical pathways implemented 	<p>Goals What do we expect to achieve?</p> <p><u>Community Engagement</u> To create and maintain a partnership based environment in the internal, external and professional communities</p> <p>Tactical Initiatives – How will we accomplish our goals?</p> <ol style="list-style-type: none"> 1. Focus external awareness and emotional connection efforts on an integrated positioning campaign utilizing new messages shown effective through 2007 research. 2. Develop and implement strategic engagement activities such as tours, breakfast series, and community health initiatives/collaborations to focus on impacting key influencers. 3. Create capacity and relationships to fund endowed chairs, capital improvement, and student scholarships through utilization of prospect management system and moves management process. <p>Metrics – How do we know that we are there?</p> <ol style="list-style-type: none"> 1. Total number and amount of alumni gifts 2. Total number and amount of employee gifts 3. Total amount of gifts (realized & pledged) 	



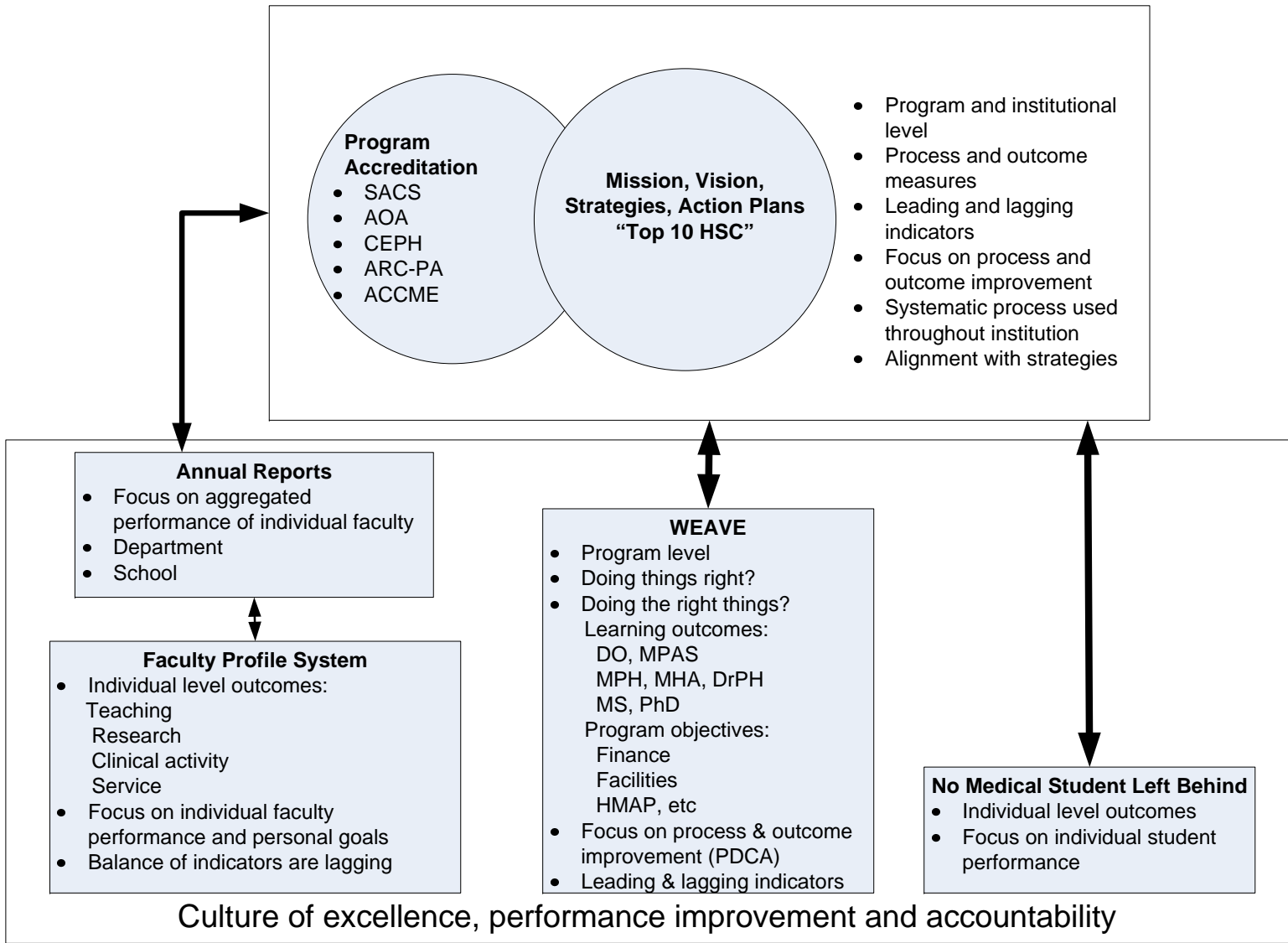


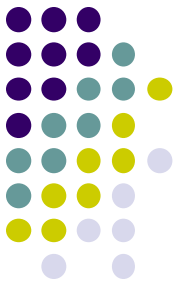
Why Conduct Assessment?

- External Considerations
 - Meet the demands of accreditors and other external regulators for documentation of outcomes
 - SACS
 - AOA
 - ARC-PA
 - CEPH
 - THECB
 - Licensure



Pathway to Institutional Effectiveness

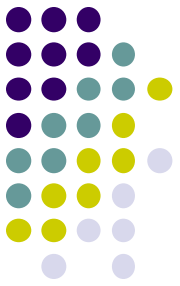




SACS Comprehensive Standard 3.3.1

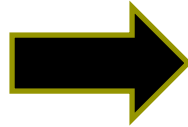
- 1) The institution will be evaluated to the extent to which identified outcomes/objectives are achieved
- 2) The criteria specifically requires expected outcomes and evidence of improvement based on assessment of results in each of the following areas:
 - educational programs, to include student learning outcomes
 - administrative support services
 - educational support services
 - research within its educational mission, if appropriate
 - community/public service within its educational mission, if appropriate





Assessment Validates our Program Theory

UNT HSC
Programs and
Services



The academic, research, administrative, educational support, clinical care, and community service programs at UNT Health Science Center have a positive effect on graduates, patients, faculty, staff, and the community.



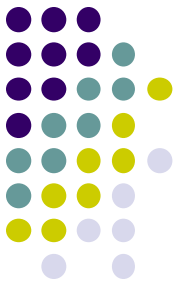
Our Mission
To improve the health and quality of life for the people of Texas and beyond through excellence in education, research, clinical care, community engagement and to provide national leadership in primary care.

Our Vision
To become a top 10 health science center.

Our Values
Compassion Integrity Teamwork
Innovation Pride Excellence

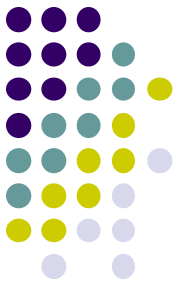
Fort Worth's Medical School and more





Assessment Questions

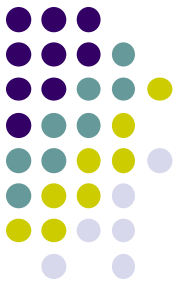
- Efficiency
 - Are you doing things right?
 - Process
- Effectiveness
 - Are you doing the right things?
 - Outcomes



Outcome/Objective

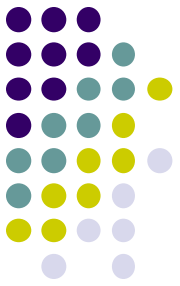
- An **Outcome/Objective** is a *specific kind of objective that describes a desired result related to your mission that supports institutional goals and strategies*
- An outcome statement defines what you expect to happen because of your activities





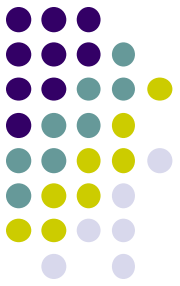
Student Learning Outcome

- A **Student Learning Outcome** is a statement regarding knowledge, skills, and abilities students should gain or enhance because of their engagement in an academic program or other structured learning experience
- Student Learning Outcomes are the most important outcomes/objectives for an academic program



MPH Learning Objective

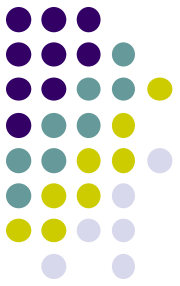
W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Learning Outcome	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will graduates know, be able to do and how will they think?	What are measures of success?	What is desired level of success for a given measure?	How often will data be collected & analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Critically evaluate literature and data relevant to public health issues					



Program Objectives

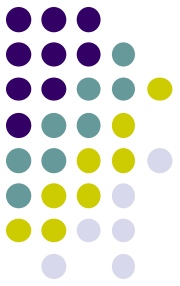
- A **Program Objective** is a statement of what your program will accomplish in support of institutional goals and strategies
- **Process statements** concern the accomplishments of your unit's functions, such as:
 - level or volume of activity
 - efficiency with which you conduct the processes
 - compliance with external standards or regulations
- **Outcome statements** describe how those you serve are affected or how they rate their satisfaction with your unit's processes or services





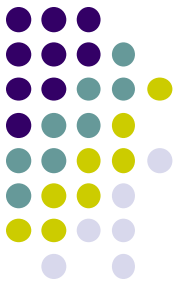
Non-Academic Program Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Program Objective	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will your program accomplish?	What are measures of success?	What is the desired level of success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Efficient and customer friendly fiscal processes					



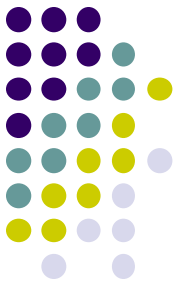
Exercise - <5 minutes

- Working in groups of 2-3 people, draft an outcome/objective for one of your areas of responsibility
- Share your draft outcome/objective with the larger group



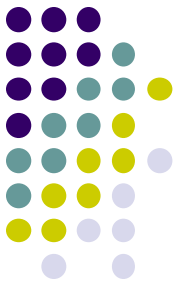
Measures

- A **Measure** identifies evidence and methods you will use to determine whether you are achieving expected results
- Measures need be quantitative and show performance compared to criteria for success in relation to expected outcomes/objectives



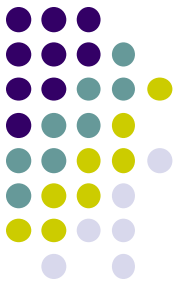
MPH Learning Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Learning Outcome	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will graduates know, be able to do and how will they think?	What are measures of success?	What is desired level of success for a given measure?	How often will data be collected & analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Critically evaluate literature and data relevant to public health issues	<ol style="list-style-type: none"> Literature review of thesis or professional report Literature assessment as part of comprehensive exam Student literature and data evaluation assignments 				



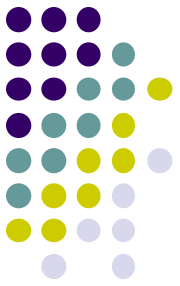
Non-Academic Program Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Program Objective	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will your program accomplish?	What are measures of success?	What is the desired level of success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Efficient and customer friendly fiscal processes	<ol style="list-style-type: none"> 1. Accounts payable 2. Audit findings 3. Customer satisfaction 				



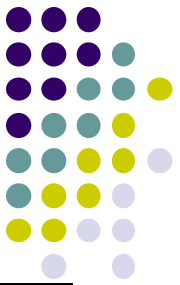
Exercise - <5 minutes

- Working in groups of 2-3 people, draft 1-3 measures for the outcome/objective you developed previously
- Share your draft measures with the larger group



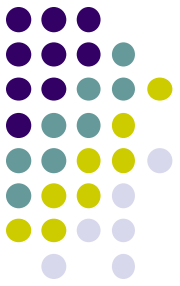
Targets

- Targets represent the desired level of success on a given measure for an outcome/objective
 - Exact target level [e.g., 85% of oral presentations rated by a panel of reviewers will be scored at or above the “Acceptable” level]
 - A benchmark based on internal or external standards [e.g., the average turnaround time for a transcript request]



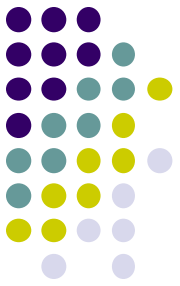
MPH Learning Objective

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Learning Outcome	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will graduates know, be able to do and how will they think?	What are measures of success?	What is desired level of success for a given measure?	How often will data be collected & analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Critically evaluate literature and data relevant to public health issues	<ol style="list-style-type: none"> Literature review of thesis or professional report Literature assessment as part of comprehensive exam Student literature and data evaluation assignments 	<ol style="list-style-type: none"> 100% of students completing thesis or PR 90% pass rate on comp exam 85% of portfolios reviewed will include satisfactory examples 			



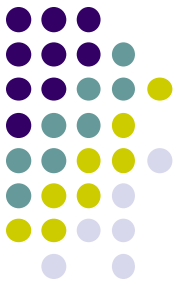
Non-Academic Program Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Program Objective	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will your program accomplish?	What are measures of success?	What is the desired level of success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Efficient and customer friendly fiscal processes	<ol style="list-style-type: none"> 1. Accounts payable 2. Audit findings 3. Customer satisfaction 	<ol style="list-style-type: none"> 1. 90% of AP paid +/- 1 day of target date 2. Zero major audit findings 3. 90% of customers satisfied or extremely satisfied 			



Exercise - <5 minutes

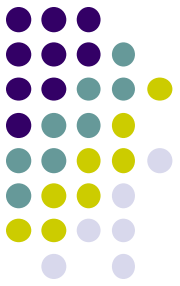
- Working in groups of 2-3 people, draft targets for each of the measures you previously developed
- Share your draft targets with the larger group



Findings

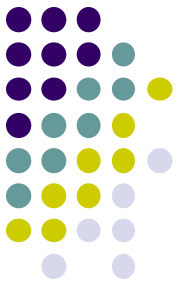
- Findings are the results of your assessments; they give evidence of achievement versus a target level for each measure you use
- For Student Learning Outcomes, findings detail how students performed on the measure
- For Program Objectives, findings usually describe performance of the program itself on the measure





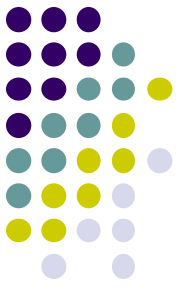
MPH Learning Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Learning Outcome	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will graduates know, be able to do and how will they think?	What are measures of success?	What is desired level of success for a given measure?	How often will data be collected & analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Critically evaluate literature and data relevant to public health issues	<ol style="list-style-type: none"> Literature review of thesis or professional report Literature assessment as part of comprehensive exam Student literature and data evaluation assignments 	<ol style="list-style-type: none"> 100% of students complete thesis or PR 90% pass rate lit assessment in comp exam 85% of portfolios reviewed will include satisfactory examples 	<ol style="list-style-type: none"> Semester Semester Annual 	<ol style="list-style-type: none"> 90% of reviewed thesis/ PRs at/ above target 85% of students passed comp exam 80% of portfolios reviewed at/ above target 	



Non-Academic Program Objective

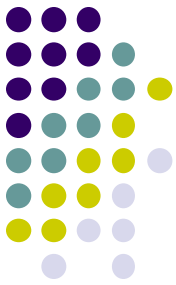
W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Program Objective	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will your program accomplish?	What are measures of success?	What is the desired level of success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Improve fiscal processes to ensure they are efficient and customer friendly	<ol style="list-style-type: none"> 1. Accounts payable 2. Audit findings 3. Customer satisfaction 	<ol style="list-style-type: none"> 1. 90% of AP paid +/- 1 day of target date 2. Zero major audit findings 3. 90% of customers satisfied or extremely satisfied 	<ol style="list-style-type: none"> 1. Monthly 2. Annual 3. Annual 	<ol style="list-style-type: none"> 1. 85% of AP paid +/- 1 day of target date 2. 3 major audit findings 3. 80% of customers satisfied or extremely satisfied 	



Action Plans

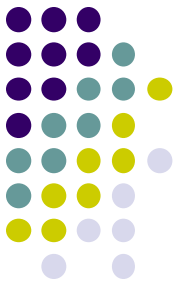
- An Action Plan is an organized activity you undertake to help your program more effectively achieve its intended outcomes/objectives in support of institutional strategies
- Based on findings compared to the desired target performance level for an outcome/objective, you should develop an Action Plan to address any shortcomings or to attain higher levels of achievement





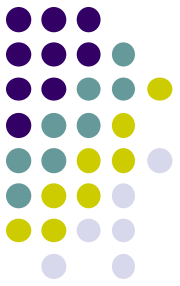
MPH Learning Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Learning Outcome	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will graduates know, be able to do and how will they think?	What are measures of success?	What is desired level of success for a given measure?	How often will data be collected & analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Critically evaluate literature and data relevant to public health issues	<ol style="list-style-type: none"> Literature review of thesis or professional report Literature assessment as part of comprehensive exam Student literature and data evaluation assignments 	<ol style="list-style-type: none"> 100% of students completing thesis or PR 90% pass rate on comp exam 85% of portfolios reviewed will include satisfactory examples 	<ol style="list-style-type: none"> Semester Semester Annual 	<ol style="list-style-type: none"> 90% of reviewed thesis/ PRs at/ above target 85% of students passed comp exam 80% of portfolios reviewed at/ above target 	<ol style="list-style-type: none"> Review /revise thesis/PR guidelines ID areas for improvement & revise curriculum ID areas for improvement & revise curriculum



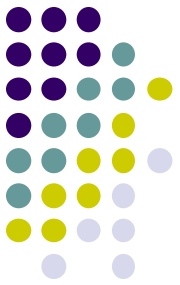
Non-Academic Program Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Program Objective	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will your program accomplish?	What are measures of success?	What is the desired level of success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Improve fiscal processes to ensure they are efficient and customer friendly	<ol style="list-style-type: none"> 1. Accounts payable 2. Audit findings 3. Customer satisfaction 	<ol style="list-style-type: none"> 1. 90% of AP paid +/- 1 day of target date 2. At or below target level 3. 90% of customers satisfied or extremely satisfied 	<ol style="list-style-type: none"> 1. Monthly 2. Annual 3. Annual 	<ol style="list-style-type: none"> 1. 85% of AP paid +/- 1 day of target date 2. 3 major audit findings 3. 85% of customers satisfied or extremely satisfied 	<ol style="list-style-type: none"> 1. ID areas for improvement & revise process 2. Correct findings & review processes 3. Customer service training for staff



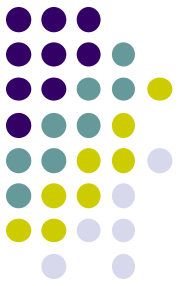
DrPH Learning Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Learning Outcome	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will graduates know, be able to do and how will they think?	What are direct and indirect measures of success?	What is the criteria for success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
DrPH graduates will be able to identify and promote the relationships between public health and social agencies whose actions affect the health of people	<ol style="list-style-type: none"> 1. Qualifying exam 2. Public health residency 3. Examples demonstrating attainment within student portfolio 	<ol style="list-style-type: none"> 1. 90% pass rate 2. 100% of students will complete residency 3. 85% of portfolios reviewed will include satisfactory examples 	<ol style="list-style-type: none"> 1. Annual 2. Annual 3. Annual 		



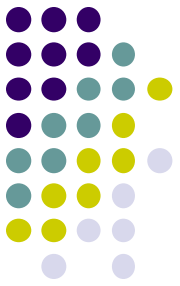
MS Learning Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Learning Outcome	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will graduates know, be able to do and how will they think?	What are direct and indirect measures of success?	What is the criteria for success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
MS graduates will be able to adhere to ethical standards and safety regulations	<ol style="list-style-type: none"> 1. % students completing safety training 2. Adherence to safety measures 3. Ethics training 	<ol style="list-style-type: none"> 1. 100% completion 2. 95% adherence 3. 100% completion 	<ol style="list-style-type: none"> 1. Annual 2. Annual 3. Annual 		



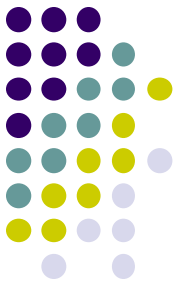
PhD Learning Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Learning Outcome	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will graduates know, be able to do and how will they think?	What are direct and indirect measures of success?	What is the criteria for success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
PhD graduates will be able to plan and conduct independent research relative to their field of specialty	<ol style="list-style-type: none"> Institutional Research Board approval of research project Dissertation 	<ol style="list-style-type: none"> 100% of research projects approved 100% of students complete dissertation 	<ol style="list-style-type: none"> Annual Annual 		



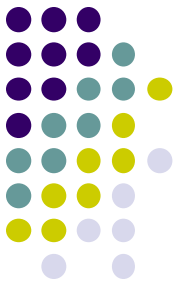
DO Learning Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Learning Outcome	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will graduates know, be able to do and how will they think?	What are direct and indirect measures of success?	What is the criteria for success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
DO students will be able to pass the COMLEX Level 1 and 2 exams on the first attempt	<ol style="list-style-type: none"> COMLEX Level 1 exam score COMLEX Level 2 exam score 	<ol style="list-style-type: none"> 95% of students pass on first attempt 95% of students pass on first attempt 	<ol style="list-style-type: none"> Annual Annual 		



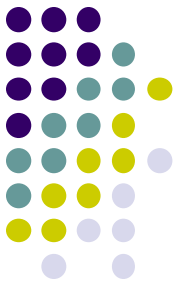
MPAS Learning Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Learning Outcome	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will graduates know, be able to do and how will they think?	What are direct and indirect measures of success?	What is the criteria for success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
MPAS graduates will be able to demonstrate clear, effective written and verbal communication with patients, health professionals and administrators.	<ol style="list-style-type: none"> 1. Observation of oral communication skills 2. Thesis 3. Licensure exam performance 	<ol style="list-style-type: none"> 1. 90% of students will be assessed satisfactory 2. 100% of students will complete thesis 3. 90% of students will pass exam on first attempt 	<ol style="list-style-type: none"> 1. Annual 2. Annual 3. Annual 		



Academic Program Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Program Objective	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will your program accomplish?	What are measures of success?	What is the desired level of success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Maintain a nationally recognized faculty that is large enough and appropriately distributed across the disciplines to offer students a wide range of fields of expertise	<ol style="list-style-type: none"> 1. Faculty to student ratio 2. Mix of junior and senior faculty 	<ol style="list-style-type: none"> 1. At or above target ratio 2. At or above target percents 	<ol style="list-style-type: none"> 1. Annual 2. Annual 		



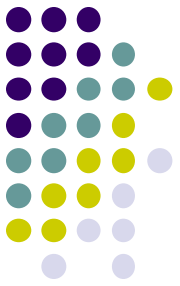
Academic Program Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Program Objective	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will your program accomplish?	What are measures of success?	What is the desired level of success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Promote and support interdisciplinary research, blending basic, clinical and public health investigation to create areas of research excellence	<ol style="list-style-type: none"> Interdisciplinary research projects Interdisciplinary research awards 	<ol style="list-style-type: none"> 25% of research projects 25% of research award funding 	<ol style="list-style-type: none"> Annual Annual 		



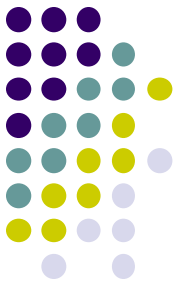
Academic Program Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Program Objective	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will your program accomplish?	What are measures of success?	What is the desired level of success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Grow enrollment to meet growth projections	1. Student recruitment activities 2. Student retention rates 3. Student enrollment	1. Recruit at 90% of major feeder schools 2. Retain 85% of enrollees 3. Attain 100% of enrollment targets	1. Annual 2. Annual 3. Annual		



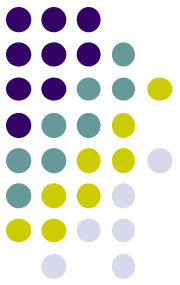
Non-Academic Program Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Program Objective	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will your program accomplish?	What are measures of success?	What is the desired level of success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Patient satisfaction with programs and services	<ol style="list-style-type: none"> 1. Patient satisfaction outcomes 2. Staff trained in customer service 3. Patient complaints 	<ol style="list-style-type: none"> 1. 90th percentile of patient satisfaction 2. 90% of staff trained 3. 10% decrease from previous year 	<ol style="list-style-type: none"> 1. Biannual 2. Annual 3. Annual 		



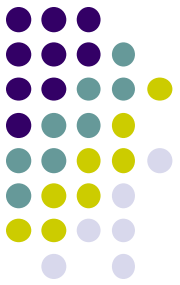
Non-Academic Program Objective

W Write Objectives	E Establish Criteria		A Assess	V View Results	E Effect Change
Program Objective	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will your program accomplish?	What are measures of success?	What is the desired level of success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Ensure compliance with environmental, health, and safety laws, regulations and directives	<ol style="list-style-type: none"> 1. Regulatory compliance 2. Safety violations 3. Accidents 	<ol style="list-style-type: none"> 1. 100% compliance 2. At or below target 3. At or below target 	<ol style="list-style-type: none"> 1. Annual 2. Annual 3. Annual 		



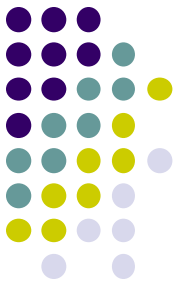
Non-Academic Program Objective

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Program Objective	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will your program accomplish?	What are measures of success?	What is the desired level of success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Maintain clean and efficient university facilities	<ol style="list-style-type: none"> Customer satisfaction Maintenance schedule 	<ol style="list-style-type: none"> 90% of customers satisfied 90% compliance with maintenance schedule 	<ol style="list-style-type: none"> Annual Annual 		



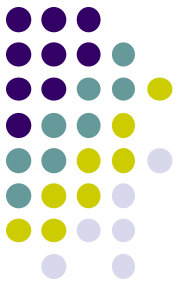
Non-Academic Program Objective

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Program Objective	Assessment Measure	Target Performance Level	Schedule	Results or Findings	Use of Results/ Implications for Future Actions
What will your program accomplish?	What are measures of success?	What is the desired level of success for a given measure?	How often will data be collected and analyzed?	How do findings compare with target performance levels?	What action plans (activities and resources) are needed for improvement?
Expand academic support services to support all academic programs	<ol style="list-style-type: none"> Percent of academic programs supported Student satisfaction with services 	<ol style="list-style-type: none"> At or above target 85% students satisfied 	<ol style="list-style-type: none"> Annual Annual 		



Next Steps

ACTIVITY	DEADLINE
Faculty/staff attend Assessment/WEAVE training	April 11, 2008
Programs develop FY 2008 outcomes, measures, and targets and enter into WEAVE	April 18, 2008
Peer review and feedback of FY 2008 outcomes, measures, and targets	May 9, 2008
Enter findings, analyze results for FY 2008 measures; Revise and enter FY 2009 outcomes, measures, and targets	August 29, 2008
Peer review and feedback of FY 2009 outcomes, measures, and targets	September 26, 2008



Questions?

- Contact:

Doug Mains

x 0473

dmains@hsc.unt.edu

- Resources (handouts & copy of this presentation):

http://www.hsc.unt.edu/departments/OSM/ASSESSMENTWEAVEonline_000.htm

