

Capital University

Assessing Service Outcomes

Report Template

Division:	
Department:	
Contact Person:	
Contact Person's Email:	
Date:	

INVENTORY OF WRITTEN STATEMENTS AND PLANS

1. Do you have a written <i>mission statement</i> or statement of purpose? If yes, please attach a copy or reference where this can be found:	<input type="checkbox"/> yes <input type="checkbox"/> need assistance
2. Do you have a written <i>statement of intended student outcomes</i> ?	<input type="checkbox"/> yes <input type="checkbox"/> need assistance
3. Do you have a written <i>method of assessment</i> for measuring student outcomes? NOTE: Remember to include <i>service outcomes</i> & <i>indirect measures</i> of student learning outcomes.	<input type="checkbox"/> yes <input type="checkbox"/> need assistance
4. Is your department a member of state, regional and/or national professional organizations? If yes, please list below:	<input type="checkbox"/> yes <input type="checkbox"/> no

ASSESSMENT METHODOLOGIES

It is likely that some assessment measures are already in place in your department even if they are not identified as being part of a formal assessment plan. Listed below are some of the assessment methodologies you *may* be using for services to students, specific student programs, or experiential learning opportunities.

Indicate “**A**” if the method is currently being used; “**B**” if it is **not** currently being used but you are interested in using it; and “**C**” if the method of assessment will not be used.

Remember that you are not expected to use any particular measure(s), nor is this list intended to be comprehensive.

Direct Methods of Assessment

1. _____ Application of rubric(s)
2. _____ Pre-test or post-test for content knowledge
3. _____ Observation of performance of student interns or work-study students
4. _____ Student journals
5. _____ Other _____

Indirect Methods of Assessment

1. _____ Attendance/participation data
2. _____ Student program evaluations
3. _____ Student satisfaction surveys
4. _____ National or institutional surveys (e.g., NSSE)
5. _____ Focus group discussions
6. _____ Comparison or benchmarking with peer institutions or professional organizations
7. _____ Advisory groups from your profession
8. _____ Exit interviews with students graduating or leaving the institution
9. _____ Alumni surveys
10. _____ Other: _____

IMPLEMENTATION OF ASSESSMENT

- 1. Briefly describe your department's assessment data collection process:**
- 2. What data have you collected? Attach separate pages to include aggregated data and data analysis reports.**
- 3. How has your department used any of the assessment data above to improve services and/or programs for students?**
- 4. How have you shared/communicated assessment data, recommendations, and departmental changes with faculty, staff, students, and/or other stakeholders?**
- 5. What concerns do you have about your assessment plan?**

Return this form to: Larry Hunter at lhunter2@capital.edu

Assessing Student Outcomes modified and used with permission, Dr. Sharron L. Ronco, Florida Atlantic University
Assessing Student Outcomes modified and used with permission, Dr. Kelly Funk, Michigan State University