

## SERVICE UNIT OUTCOME ASSESSMENT SUMMARY Poor Example

The purpose of this summary form both to document the results of program outcome assessment levels and to lay part of the foundation for program review analysis. Note: \*Program –Level SUO assessed and Performance Indicators need to be completed prior to data collection and assessment

<b>Semester/Year:(Click on Semester/Year?)</b>	<input checked="" type="radio"/> Fall <input type="radio"/> Spring      2011
<b>Program: (Click on Program?)</b>	Student Lounge
<b>Faculty and staff members in attendance at meeting:</b>	2
<b>*Program-level SUO assessed:</b>	Student Lounge
<b>*PERFORMANCE INDICATORS:</b>  What achievement level has been agreed upon? (i.e. ___% or higher will correctly complete their applications OR ___% will rate the workshop satisfactory or better, etc.)	100%: add 5 tables and 20 chairs
<b>Assessment Tool(s) Used: (describe briefly)</b>	Improved lounge by adding additional seating.
<b>PERFORMANCE ASSESSMENT:</b>  Did you meet the performance indicators identified above?	<input checked="" type="radio"/> Yes, the goal was met <input type="radio"/> Could not be determined from data <input type="radio"/> No, did not meet the goal
<b>FINDINGS:</b> Explain the performance assessment results using the data collected and assessed.	We added 10 tables and 40 chairs.
<b>Actions that will be taken to increase student learning, program effectiveness, or service satisfaction for this SUO in future semesters: (check all that apply – these are intended to be examples, and they may or may not be appropriate for your area. Space is provided for additional actions.)</b>	<input type="checkbox"/> Clarify instructions <input type="checkbox"/> Revise workshop or session content <input type="checkbox"/> Increase number of activities in workshop or sessions <input type="checkbox"/> Create additional handouts <input type="checkbox"/> Provide more student access to computers <input type="checkbox"/> Provide computer assistance for students <input type="checkbox"/> Provide more student access to faculty/staff <input type="checkbox"/> Improve point of service/contact assistance <input type="checkbox"/> Provide documentation in another language or in an alternate format <input type="checkbox"/> Increase website presence

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	<input type="checkbox"/> Create or expand online services or resources <input type="checkbox"/> Create instructional videos for website and/or YouTube <input type="checkbox"/> Create online "Ask a ____" (e.g. counselor, A & R representative, etc.) <input type="checkbox"/> Improve services for off-site students <input type="checkbox"/> Increase outreach <input type="checkbox"/> Increase outreach for online students <input type="checkbox"/> Provide mechanism for students to email questions <input type="checkbox"/> Collect more data  <input type="checkbox"/> Assessment indicates no improvement necessary  <input checked="" type="checkbox"/> Other actions (please list) Added tables and chairs.  Need area to be cleaned daily.
<b>PROGRAM INITIATIVES:</b>  From the list of possible actions above, list your highest priorities below and give them a title. (i.e. Revise the online orientation or expand outreach to high schools, etc.) <b>The program faculty and/or staff will determine the number of initiatives. Please place them in priority order.</b>	
<b>INITIATIVE #1 TITLE:</b>	Add wireless access to student lounge.
<b>What steps will be taken:</b>	We will work with IT.
<b>What is your timeline:</b>	<input type="radio"/> Fall <input checked="" type="radio"/> Spring                      2012
<b>What resources does your initiative require? (i.e. equipment, space, training, personnel, budget, etc.)</b>	\$500.00
<b>INITIATIVE #2 TITLE:</b>	Add ATM machine to student lounge.
<b>What steps will be taken:</b>	We will work with Business Services to establish.
<b>What is your timeline:</b>	<input type="radio"/> Fall <input checked="" type="radio"/> Spring                      2012
<b>What resources does your initiative require? (i.e. equipment, space, training, personnel, budget, etc.)</b>	Unknown

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<b>If significant changes are made to address the service unit outcome, it is recommended that the outcome be revisited soon rather than as part of a regular cycle. This service unit outcome will be revisited:</b>	
<b>CLOSING THE LOOP: (For Fall 2011 &amp; beyond)</b>  <b>What is the status of the prior semester's initiatives?</b>	ATM machine has been installed.

Other comments: \_\_\_\_\_

\_\_\_\_\_

Submitted by \_\_\_\_\_ Date \_\_\_\_\_