

Assessment of Institutional Effectiveness (IE)

Mission

- Purpose of the unit, program, or function. What is it about, what is it here for, what are its essential values? How does it contribute to the mission of its division and the College? This is a broad statement.

Goals

- Given its mission, what are the goals of the unit? Goals are more specific than mission, but still somewhat broad and long term. They are the major roles and responsibilities, activities, or services of the unit. For larger units, the goal areas may reflect sub-units. What are the key things that your area does?

Objectives / Intended Outcome

- Each goal would have several objectives or outcomes. These are the results you would expect to see if you are successful at your goals. If your unit is effective at the particular goal, what would it look like?

Assessment - you assess goals through focusing on the objectives (Indicators, Measurements)

- What is evidence that reflects the objectives?
- Look at each objective. In what ways can you reflect performance? What are the criteria for success? How will you know if you've achieved the objective?
- Accumulate helpful information that will inform you if your activities are effective and in what ways they might be improved.

ACTION – Closing the loop

- Discuss what the implications are. What have you learned? Do your findings suggest the need for changes? Further study? Even if no changes should be made to an activity, this should be explicitly stated in a report of your assessment.

Each goal may have several objectives; each objective may have several indicators.

TIPS for getting started

Goals and Objectives- Look at website and job descriptions, where you may have already articulated goals, disguised as a description. An annual report may provide evidence in the table of contents. Staff discussion on this may be very revealing.

Indicators – What do you already collect and why? What measures do you review routinely? What useful information do you gather for external reports? Annual reports? Be selective about adding anything new. Measures should be meaningful and “actionable.”

All – Talk and share ideas. Prioritize- can't do everything. Act, don't wait for perfection. Ask for help.

Suggested Template for INTERNAL record-keeping

Department Name _____

Mission statement

- ❖ Goal
 - Objective/ Intended Outcome
 - Objective/ Intended Outcome
 - Objective/ Intended Outcome
 - Objective/ Intended Outcome
- ❖ Goal
 - Objective/ Intended Outcome
 - Objective/ Intended Outcome

Your full set of Mission, Goals, and Objectives should guide your unit's work and priorities, can be shared publicly, and would be attached as Appendix A in your end of year Assessment of IE Report.

- ❖ Goal
 - Objective/ Intended Outcome
 - Objective/ Intended Outcome
 - Indicators/ Measurements
 - Analysis of Findings; implications for ACTION.
 - Indicators/ Measurements
 - Analysis of Findings; implications for ACTION.
 - Objective/ Intended Outcome

In a cycle in which you focused on a particular objective(s), your internal records would include additional detail reflecting measurements, analysis, and implications. This work is summarized in the end of year Assessment of IE Report, through responses to the items on the Reporting Template.