QUICK TIPS FOR PREPARING OUTCOMES ASSESSMENT REPORTS

If you are new to the process of outcomes assessment, or just need a refresher on the purpose or contents of these reports or an example, some resources are available at: https://oira.unc.edu/institutional-effectiveness/unit-level-assessment/

Updated Guide – The *Guide to Outcomes Assessment in Non-Instructional Units* has been revised to provide additional examples and suggestions: https://oira.unc.edu/files/2017/07/Guide-to-Outcomes-Assessment-Plans-and-Annual-Reports.pdf

KEEP IN MIND WHEN COMPLETING THIS YEAR'S REPORT:

Expected Outcomes – These statements are not intended to be a list of the basic tasks that unit is charged with performing. Outcomes describe **what should happen as a result of the major services you provide or the processes you perform or manage**, and are usually expressed in terms of quality, effectiveness, efficiency, or successful fulfillment of a need. For example, instead of "Provide support for the campus network infrastructure," restate it as an outcome: "The campus community will have access to the campus network infrastructure on a 7x24x365 day schedule and receive immediate notification of outages and service restoration."

Assessment Methods Used – This is a description of how you **measured** the achievement of the expected outcome, not an intervention to improve the outcome, although continuous improvement is the ultimate goal. Suppose the outcome is "Employees will have access to information about adverse weather conditions on campus so that they may make decisions about coming to work." The method used to assess whether employees had access to information in these situations could be a survey or the number of phone call or email inquiries. It would not be the implementation of Alert Carolina, an initiative to improve dissemination of information. You could, however, report an evaluation of Alert Carolina's effectiveness in improving employee access to information about campus weather conditions as an assessment method.

Results – Summarize data from the assessment and indicate whether or not the target was met.

Descriptions of Improvements or Enhancements Made or Other Actions Taken in Response to These Results – Sometimes people assumed that "Use of Results for Improvement" asked if the results were used, which resulted in vague statements such as "Use the lessons learned to inform program improvements." In this column, **describe specific changes or improvements already made (past tense) and/or concrete action plans for improvements.** If your assessment findings are all positive, see page 5 of the Guide to Outcomes Assessment for some ideas about how to address that in this report.

Additional Improvements and Enhancements Made as Part of Continuous Quality Improvement Efforts – Go back to your last outcomes assessment report and look for statements made in the "Use of Results for Improvement" like: "We will…" or "We plan to…" or "We will consider…" This section is where you "close the loop" by describing how you've now implemented improvements referenced in the earlier report. Also, use this section to share other enhancements made to the unit's work or underway.

FOR MORE INFORMATION OR ASSISTANCE IN PREPARING THE OUTCOMES ASSESSMENT REPORT, PLEASE CONTACT:
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