| Provide a brief description of your department's assessment efforts. Please organize this information according to the nature of the data collected using the five assessment categories provided below. | | | |
|---|---|---|---|
| | Title / Topic | Brief Description (e.g., purpose, sample, methods, type of data, administration schedule, etc.) | Comments (e.g., key findings, limitations, uses of data, etc.) |
| **1. Utilization / Satisfaction** | | | |
| | | | |
| **2. Learning / Development Outcomes** | | | |
| | | | |
| **3. Business / Service Outcomes** | | | |
| | | | |
| **4. Needs Assessment** | | | |
| | | | |
| **5. Other (e.g., staff assessment)** | | | |
| | | | |

## Description of Department Assessment Inventory Categories

| Assessment Category | Description | Examples |
|---|---|---|
| Utilization/Satisfaction | • Assessments that focus on use of services by various populations<br>• Satisfaction- ratings of quality of service received | • # of visits, # of constituents served, # of hours logged on, etc.<br>• Rated helpfulness of staff, excellence of service, satisfaction surveys |
| Learning/Development Outcomes | • Assessments that focus on specific outcomes that learners will know or be able to do as a result of a learning activity (i.e., typically expressed as knowledge, skills, attitudes) | • Improvement in writing ability<br>• Students' ability to successfully search for a job |
| Business/Service Outcomes | • Assessments that focus on product/service performance outcomes | • # of applications reviewed, # of documents scanned, revenue collected, # of courses taught |
| Needs Assessment | • Assessments that focus on identifying needs (of your department, of the institution, of those you serve, etc.) | • Technology/computer equipment needs<br>• Workshops students would like offered<br>• Institutional survey data that indicates student need for services |
| Other (e.g., staff assessment) | • Any assessments that don't fall into the above categories | |