

## Non-Academic Assessment Plan Guidelines

Assessment serves as a way to show how units are supporting the Themes of the Strategic Plan by the actions, initiatives, processes and policies that are implemented and assessed in the units. As such, Non-Academic Unit assessment examines what a unit will do, achieve or improve to demonstrate operational effectiveness, to support students and/or to support the institution.

1. If the unit has an assessment report from prior assessment cycles:
  - a. Review the assessment report from the prior assessment cycle.
  - b. Review the feedback from the prior assessment cycle
    - i. What is the feedback indicating? How will you use this feedback? Consider this feedback when developing the assessment plan/report for the current cycle.
    - ii. NOTE: If you would like to discuss the feedback and how to address or understand the feedback, please contact OIERP to schedule a meeting
2. **Measure:** Guiding questions to determine the measure (s) to include in your assessment plan:
  - a. Consider the action plan that was submitted from the prior assessment cycle. What actions were identified? Will they be addressed in this assessment cycle or future cycles?
  - b. Has your unit identified any areas of improvement that could be addressed in the assessment for this cycle?
  - c. Is your unit implementing/creating any new activities, processes, policies, manuals to increase operational effectiveness, to support students or to support the institution?
  - d. Is your unit revising/enhancing any activities, processes, policies, manuals to increase operational effectiveness, to support students or to support the institution?
  - e. Is your unit responding to external challenges (e.g. pandemic, remote work, etc.) by developing/implementing new or revised activities, processes, policies, or manuals?
3. **Details/Description:** The details/description section allows units the opportunity to clarify the data, evidence, and/or quantifiable metric for a particular measure. This section should include detailed information on what the evidence/data will be and how the data/evidence will be gathered. Examples of data/evidence include:
  - a. Activities: marketing information/evidence, participation data, satisfaction data, reflections, etc.
  - b. Processes, Policies, Manuals: original/revised documentation, review timeframe, impact on operational effectiveness and or/satisfaction, alignment with best practices/standards, etc.
  - c. Quantifiable metrics per initiative; e.g. Counts submitting, dollars raised, forms submitted, applications received, etc.
  - d. Quantifiable metrics for persons served/satisfaction; e.g. counts for participation/attendance, satisfaction summaries
  - e. Webpage before/after snapshots (or resources added)
  - f. Rubrics - Self-study (best practices) of unit/process, unit or student behaviors/criteria
4. **Implementation Plan:** should include sub-tasks and timeframes of the overall project, so that the assessment remains on schedule during the assessment cycle.