



### FEEDBACK RUBRIC FOR ADMINISTRATIVE ASSESSMENT PLANS – UNIT NAME

<i>KEY ELEMENTS OF ASSESSMENT PLAN/REPORT</i>			
<b>MISSION:</b>		Level of Performance	Comments
Office mission is identified			
Office mission has been approved by unit members and is reviewed regularly			
Office mission supports the institutional mission			
<b>RESPONSIBILITIES AND SERVICES:</b>		Level of Performance	Comments
Major responsibilities and duties are identified			
Major responsibilities and duties are directly linked to mission			
Key services are identified			
Key services are directly linked to the mission			
Primary clientele are identified based on key services			
<b>ASSESSMENT METHODS:</b>		Level of Performance	Comments
Methods to assess each key service are identified			
Measures of client (user) satisfaction are identified			
Measures of service effectiveness and/or efficiency are identified			
Copies of assessment instruments are attached			
Assessment plan is reviewed annually			
<b>REPORTING AND USE OF RESULTS: (Assessment Report)</b>		Level of Performance	Comments
Major strengths and opportunities for improvement (OFI) are identified based on assessment results			
Assessment results are used to make operational and budgetary decisions (strategic planning)			
Assessment results indicate client satisfaction and service efficiency/effectiveness			
Assessment results are used to improve services			
Assessment results are used to identify next assessment priority and/or to change the assessment plan			