



FEEDBACK RUBRIC FOR ADMINISTRATIVE ASSESSMENT PLANS AND REPORTS

<i>KEY ELEMENTS OF ASSESSMENT PLAN/REPORT</i>		Level of Performance		
MISSION:		Best Practice	Meets Standard	Opportunity for Improvement
Office mission is identified		In addition to meeting the standard, the mission is widely publicized through means such as the web page.	The unit's mission supports the institutional mission and has been revised and approved by its members.	Does not meet the standard. OFI-1=does not meet 1 criterion OFI-2=does not meet 2 criteria OFI-3=does not meet 3 criteria
Office mission has been approved by unit members and is reviewed regularly				
Office mission supports the institutional mission				
RESPONSIBILITIES AND SERVICES:		Best Practice	Meets Standard	Opportunity for Improvement
Major responsibilities and duties are identified		In addition to meeting the standard, the responsibilities and services provided by the office are widely publicized through means such as the web page.	Major responsibilities and key services are linked to the unit's mission, and primary clientele are identified based on the key services offered.	Does not meet the standard. OFI-1=does not meet 1 criterion OFI-2=does not meet 2 or 3 criteria OFI-3=does not meet 4 or 5 criteria
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				
ASSESSMENT METHODS:		Best Practice	Meets Standard	Opportunity for Improvement
Methods to assess each key service are identified		In addition to meeting the standard, major assessment projects or questions for the unit are prioritized and scheduled.	Methods to assess each key service are identified, including client satisfaction and service effectiveness/efficiency.	Does not meet the standard OFI-1=does not meet 1 criterion OFI-2=does not meet 2 or 3 criteria OFI-3=does not meet 4 or 5 criteria
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				
REPORTING AND USE OF RESULTS: (Assessment Report)		Best Practice	Meets Standard	Opportunity for Improvement
Major strengths and opportunities for improvement (OFI) are identified based on assessment results		In addition to meeting the standard, positive assessment results and improvements are shared with clientele and other audiences as appropriate through means such as the web page and public presentations.	Assessment is clearly part of the strategic planning process - assessment results are used to identify opportunities for improvement and to make operational and budgetary decisions necessary to improve client satisfaction and service effectiveness/efficiency.	Does not meet the standard. OFI-1=does not meet 1 criterion OFI-2=does not meet 2 or 3 criteria OFI-3=does not meet 4 or 5 criteria
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				