

## ASSESSMENT INDICATORS FOR ACADEMIC SUPPORT DEPARTMENTS

### Leadership

- Effectiveness ratings by colleagues and peers
- Performance review results
- Progress on leadership priorities and projects
- Contributions to campus, community and professional organizations

### Purposes and Plans

- Progress on review of mission and vision
- Progress in establishing a formalized strategic planning process
- Progress on plans and goals

### Mission-Critical Programs and Services

- Effectiveness
- Efficiency
- Reliability
- Cycle Time
- Resource utilization

### Beneficiary and Constituency Relations

- Service use satisfaction ratings
- Focus group results
- Satisfaction with programs and services
- Positive and improving reputation for quality and service

### Operational and Support Services

- Financial management effectiveness
- Staff recruiting and training effectiveness
- Policy and regulation adherence
- Adequacy of technology
- Effectiveness and efficiency of equipment and facilities management

### Faculty/Staff and Workplace Satisfaction

- Recruitment
- Attractiveness
- Turnover/retention
- Compensation
- Organizational culture/climate
- Morale
- Professional courses/programs offered/taken
- Recognition provided

### Assessment and Information Sharing

- Rating of progress in developing assessment system
- Implementation of new assessment tools or methods
- Dissemination of assessment results
- Use of outcomes information for improvement