

Report Form A-2
Assessment of Program Outcomes for
Administrative or Educational Support Units

Dept. of Residence Life
(Administrative or Educational Support Unit)
2004-Present
(Assessment Period Covered)

Instructions: This form should be used to report on each of your **Outcomes**. Although you may not assess every program outcome every year, you will have a report for each outcome based on the year that it *was* assessed.

- 1. Program Outcome** (What characteristic, skill, behavior, attitude, service, performance, product, system, process, output, etc., did your program intend to offer or enhance?)

Outcome 1: The organization is to improve the operating effectiveness of the Shuttle Bus service and maintenance that is provided to all Students, Faculty/Staff and visitors on campus.

- 2. Strategies Used to Meet Program Outcome** (What did you do?)

Implement daily log books, mileage reports, scheduled maintenance and gas purchases.

- 3a. First Measure or Means of Assessment for Outcome above and Criteria for Success** (How did you determine achievement? Explain the means or measure. e.g. Satisfaction Surveys, Mock Interviews, Activity Evaluations, Focus Group Product, After-Trip Reports, Impact Statements, Internal and/or External Audit, Case Studies, Project Participation Rates, Percentage Increases, Attendance, Completion Rates, Program Reviews, etc.).

Maintain daily log sheets, mileage reports and monthly gas invoices.

- 3b. Results/ Findings** (How did you do? Summarize assessment data collected.)

Fall '04 to present there has been an increased flow of participates that take advantage of Shuttle Bus Services.

- 3c. Use of Results** (How did you use the findings, e.g., maintain, improve, change, etc.)

Results of departmental results led to increasing services and maintaining services provided to our customers.

4a. Second Measure or Means of Assessment for Outcome above and Criteria for Success, if available (How did you determine achievement? Explain the means or measure. e.g. Satisfaction Surveys, Mock Interviews, Activity Evaluations, Focus Group Product, After-Trip Reports, Impact Statements, Internal and/or External Audit, Case Studies, Project Participation Rates, Percentage Increases, Attendance, Completion Rates, Program Reviews, etc.).

N/A

4b. Results/ Findings (How did you do? Summarize assessment data collected.)

N/A

4c. Use of Results (How did you use the findings, e.g., maintain, improve, change, etc.)

N/A

5. Documentation (What is the evidence and where is it located? Give name, location, dates, etc., e.g., Revised Admissions Manual is located in the office of Jane Smith, Director of Undergraduate Admissions; Meeting minutes from June 4, 2006, are located in the office of Dr. James Smith, etc.)*

Daily log books, mileage reports, scheduled maintenance records and gas invoices that can be found in the Parking Management Office Room 117 of the Harrington Science Building.

