Assessment Management System (AMS)

GUIDELINES FOR REPORTING PERFORMANCE ASSESSMENT ACTIVITY IN THE AMS

STEP 1 – THE OUTCOME STATEMENT

The outcome statement should be:

- Measuring end results or consequences of activities, services, or program
- Written in one sentence that is focused on <u>results</u> demonstrating operational effectiveness
- Beneficiary-centered instead of division/unit-centered
- Written in clear and easy to understand language by both division/unit and customers
- Concise
- Measurable
- Within the unit's sphere of influence

STEP 2 – METHODS & MEASURES

The methods and measures need to be <u>valid</u> (i.e., measure the outcome) and <u>reliable</u> (i.e., produce consistent results over time or across instructors) and the narrative should clearly describe:

- What operational activity, service or program is being measured (e.g., customer service), which should be aligned with and address the full scope of the outcome statement
- How the operational activity, service or program is being measured (e.g., survey, report)
- Where the measurement is being taken (e.g., during event, internal records)
- If applicable, how the measurement is being calculated/scored (e.g., weighted average)
    - o Measurement and scoring should allow for sufficient detail to pinpoint areas for improvement. Consider disaggregation by groups (e.g., employment status, sex)
- If sampling will be used, and if yes, the sampling method

STEP 3 – CRITERIA FOR SUCCESS

<u>Each</u> measurement in Step 2 requires a criterion for success, which should be:

- Aligned with the measurement
- Set before data are collected
- Written in one sentence
- Set at an appropriately challenging threshold

STEP 4 – DATA COLLECTION & ANALYSIS

Data must be collected within the reporting period being submitted. Please include the following elements:

- A succinct description of the data collection
    - Where were the data collected from (e.g., survey, report); This should align with the information provided in Step 2 (i.e. where the measurement is being taken)
    - How many customers were in the population (e.g., total number of employees at the university)
    - How many data/artifacts were in the sample
        - Describe sampling method if applicable; This should align with the information provided in Step 2 (i.e. sampling)
        - What were the data/artifacts (e.g., reports, survey, focus group transcripts); This should align with the information provided in Step 2 (i.e. how the operational activity, service or program is being measured)
- A succinct summary of analysis and findings
    - Descriptive statistics with average and/or distribution of scores or narrative of thematic analysis of qualitative (e.g. focus group, survey open-ended responses) findings
        - Detailed analysis and findings may be uploaded as an attachment, but a summary of the main analysis and findings must be included in the narrative of Step 4
        - The field does not accept tables or images
        - ***Do not upload any student or employee identifiable or protected data to the AMS**
- A succinct description of the interpretation of the analysis and findings (see following suggested prompts)
    - How do these results inform practice?
    - How do these results compare to prior assessment results? What are the trends? If not applicable, please indicate this was the first assessment of the outcome.
    - How do these results speak to the impact of prior improvement actions, if applicable?
    - How were these results expected/unexpected?

STEP 5 – IMPROVEMENT ACTIONS

An improvement action statement is required for all assessed outcomes, even when the outcome was met. The improvement actions should have connections to and be supported by the findings provided in Step 4. Statements should address:

- How results get disseminated to stakeholders
- What improvement actions were developed in response to analysis, findings, and interpretation (if any)
- Who will carry out the improvement actions (if any)
- The timeframe for implementing the improvement actions (if any)
- The timeframe for re-assessing the improvement actions (if any)
- If no improvement actions were identified, when outcome will be re-assessed

ADDITIONAL RESOURCES

For additional support, please visit:

http://www.fullerton.edu/data/assessment/pa_resources/ for performance assessment basics including useful vocabulary, measuring unit learning, developing performance outcomes, planning assessment, and additional assessment resources.

http://www.fullerton.edu/data/assessment/reporting/ for examples of Steps 1 – 5 and example assessment reports.