COMPLIANCE ASSIST

PLANNING USER GUIDE: ENTERING ASSESSMENT DATA

Office of Assessment and Institutional Effectiveness
data@fullerton.edu

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## CONTENTS

How to Use this Guide......................................................................................................................... 1
Dashboard.................................................................................................................................................. 1
Announcements........................................................................................................................................ 1
Navigation................................................................................................................................................ 3
Adding Outcomes (The 6-Step Assessment Process).............................................................................. 4
  Key Reporting Fields ✏ ............................................................................................................................... 4
  Create an Outcome (Assessment Steps 1-3)............................................................................................ 6
    Relate Outcome to University Strategic Plan, Learning Goals, and Core Competencies ✏ ............. 8
Assessment and Improvement (Assessment Steps 4, 5 and 6).................................................................... 9
  Assessment Step 4: Data Collection and Analysis ............................................................................... 10
  Assessment Step 5: Improvement Actions............................................................................................ 11
  Assessment Step 6: Document Assessment Activities ........................................................................... 11
Adding a Mission Statement ..................................................................................................................... 11
Adding Goals........................................................................................................................................... 13
Compliance Assist Assessment Management System Considerations.................................................. 15
  Continuing the Assessment Cycle Next Year...................................................................................... 15
Assessment Cycle Timetable .................................................................................................................... 15
Updating an Outcome Form.................................................................................................................... 16
  Update Outcome Form Steps 4 & 5 During Assessment Cycle............................................................ 16
  Update Outcome Form Steps 1, 2 or 3 During Assessment Cycle....................................................... 16
Updating Goals......................................................................................................................................... 17
Reports..................................................................................................................................................... 18
Numbering System Guide....................................................................................................................... 19
Notes......................................................................................................................................................... 20
Welcome to Compliance Assist – a universitywide tool to document your assessment efforts.

**HOW TO USE THIS GUIDE**

Within the instructions you will find the following types of references:

**Buttons:** indicated by bold text enclosed in brackets, e.g. [Done]

**Fields:** indicated by bold text, e.g. Outcome Type

**Navigation Tabs & Links:** indicated by underlined text, e.g. [Institution]

**: indicates a key reporting field

**Tips & Helpful Information:** indicated by red text, e.g. TIP: Recommended web browsers are Chrome or Safari. Page loading speed can vary with user demand. Please be patient.

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**Logon** to Compliance Assist at: [https://fullerton.campuslabs.com/planning](https://fullerton.campuslabs.com/planning) or use the university portal.

**Use your CSUF user name and password.** To request a Compliance Assist user account, please email a Compliance Assist Access Request Form to the Office of Assessment and Institutional Effectiveness (data@fullerton.edu).

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**DASHBOARD**

To see the user dashboard, click on the house icon on the left navigation panel. Outcomes assigned to a user will appear Dashboard area.

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**ANNOUNCEMENTS**

Useful documents and announcements are listed in the Announcements area on the dashboard, including:

**Quick Start** – Quick Start guide that includes signing-on, creating/editing an Outcome, and relating an Outcome to ULG/GLG, SPG and/or CC.
Examples of Steps 4 - 5 – Examples of what to enter into Steps 4 – 5 in CA.

Examples of Steps 1 - 3 – Examples of what to enter into Steps 1 – 3 in CA.


Unit Numbers – Reference Chart of Unit Numbers for CA.
NAVIGATION

To navigate the university organization, click on the org chart icon 🗺️.

The navigation pane on the left of the screen is used to find your unit. Click the unit-level name to display the units below. The unit-levels are:

0. University
1. Division, e.g. Academic Affairs, Administration & Finance
2. Unit, e.g. College, School, Office
3. Sub-Unit, e.g. Department, Center
4. Program, e.g. major, degree (excludes minor)

Items displayed in the view pane on the right can be filtered by Fiscal Year. Use the filter drop-down menu to change the Fiscal Year selection. A Fiscal Year period is July 1st through June 30th.

TIP: If an item you are seeking is not visible in the view pane on the right, try filtering for another Fiscal Year.
**ADDITION OUTCOMES (THE 6-STEP ASSESSMENT PROCESS)**

To add a new Outcome, whether it is a Student Learning Outcome (SLO) or Performance Outcome (PO), you must be in the Assessment tab and then navigate to the unit that will be responsible for producing this Outcome, by drilling down levels until the desired program, office, unit is reached. The number of levels depend upon the organizational structure and the way that individuals units have chosen to organize their members.

![Organizational Chart and Outcome List](image.png)

The above screenshot shows the organizational chart pane on the left, open to the BS Physics program housed in the College of Natural Sciences and Mathematics. The pane on the right shows the listing of SLOs and POs for that program.

**KEY REPORTING FIELDS**

Before a new Outcome is entered, it is important to know that the success of university-level assessment reporting relies on the accurate completion of key fields within Compliance Assist. Key fields are designated in Compliance Assist documentation with a blue key symbol 🔒. To ensure accurate university-level assessment reporting, please pay close attention to completing these fields within Compliance Assist. The fields are described below.

**University Outcome Number**: All outcome numbers must be unique. This makes it possible to differentiate easily between unit Outcomes and ensures proper reporting. Make sure to use different program designations if the department has more than one degree program. For
example, use 114-002-ANTHBA-SLO-01 for BA Anthropology and 114-002-ANTHMA-SLO-01 for MA Anthropology. Do not use the same designation for all degree programs within a department. (e.g. 114-002-ANTH-SLO-01 for both BA Anthropology and MA Anthropology). Duplicate numbers can cause university assessment reports to have incorrect counts.

**Outcome Type:** Do not leave this field blank. University assessment reports use this field to report the number of Student Learning and Performance Outcome activities assessed on campus.

**Outcomes Supports:** “University” must be selected in order for the outcome to appear on university assessment reports. If “University” is not selected in the field, the Outcome will be excluded from university reports.

**Start (Date):** The start date is used as a filter field for displays within the Compliance Assist main window and for university assessment reports. The start date should reflect the start of the fiscal year in which theOutcome was put into service, such as 7/1/2015 for Outcomes first used in fall 2015 or spring 2016.

**End (Date):** The end date is used as a filter field for displays within the Compliance Assist main window and for university assessment reports. For active Outcomes, make sure the end date is set to the university strategic plan end date, currently 6/30/2018. For Outcomes no longer in use, end date should be set to end of last fiscal year of use, such as 6/30/2017 for an Outcome that was discontinued fall 2016 or spring 2017.

**Outcome Status:** Do not leave this field blank. The Outcome Status is used as a filter field for university assessment reports.

**Step 4 (year): Summary:** Do not leave this field blank after the assessment year’s reporting deadline. University assessment reports use this field to report the number of Outcome assessment activities on campus.

**Related University Learning Goals:** An Outcome should be related to one primary University Learning Goal where appropriate. Not all Outcomes may relate to a ULG/GLG.

**Related WSCUC Core Competencies:** An undergraduate student learning Outcome should be related to all applicable CCs.

**Related Strategic Plan Goals:** An Outcome should be related to one primary Strategic Plan Goal where appropriate. Not all Outcomes may relate to an SPG.
CREATE AN OUTCOME (ASSESSMENT STEPS 1-3)
To add a new Outcome, click the [+ Plan Item] button at the top of the right pane (shown below). In the drop-down menu, select Outcome.

TIP: For examples of what to enter in Steps 1 – 3 refer to the guide at http://www.fullerton.edu/data/assessment/assessment_reporting/.

Enter information into the following fields:

1. University Outcome Number🔑 – The university outcome number field of the Outcome should conform to the standardized numbering system. (e.g. XXX-XXX-XXXXXXXX-SLO or PO-XX) See instructions on page 19 of this guide.

   TIP: All outcome numbers within a unit should be uniform and consecutive as this impacts university-level reporting.

2. Outcome Abbreviation – A working title for the Outcome that is visible within the main window. This should be a few words, not the entire outcome statement.

3. Step 1: Assessable Outcome – Enter the outcome statement. The outcome statement should be one sentence. For more information about how to craft an outcome statement, please visit the Office of Assessment & Institutional Effectiveness (OAIE) website at http://www.fullerton.edu/data/assessment/.

4. Outcome Type🔑 – Select Learning Outcome or Performance Outcome from the drop-down menu. This field must match the outcome type abbreviation used in the University Outcome Number field.

5. Outcome Supports🔑 – Select the level(s) of reporting on which this Outcome should appear. University is set by default. Uncheck University to hide this Outcome from university-level reports.

   TIP: Check with the unit about unit-level reporting procedures; not all units use this feature.

6. Start (date) – 7/1 of the current fiscal year. For example, 7/1/2015.
7. **End (date)** ☰ – 6/30 of the end year of the University Strategic Plan (currently 2018).

8. **Status** ☰ – Set status to “In Use” from drop-down menu. Do not leave blank.

9. **Providing Department** – This field is automatically set by the system.

10. **Step 2: Identify Methods & Measures** – Type text into the box as shown below. This field should describe at least one method and one measure. For more information about selecting methods and measures, please visit the Office of Assessment & Institutional Effectiveness (OAIE) website at [http://www.fullerton.edu/data/assessment/](http://www.fullerton.edu/data/assessment/).

11. **Assessment Approach** – Select from drop-down menu.

12. **Instrument(s) Used** – Check all that apply.

13. **Step 3: Criteria for Success** – Type text in box (as shown above for Step 2: Identify Methods & Measures section). A criterion of success should be listed for each measure described in **Step 2: Identify Methods & Measures**. For more information about setting criteria for success, please visit the Office of Assessment & Institutional Effectiveness (OAIE) website at [http://www.fullerton.edu/data/assessment/](http://www.fullerton.edu/data/assessment/).

14. **Assign Responsible Users** – Assigning responsible users to an Outcome causes the Outcome to appear in that user’s dashboard. Type last name into the “Available Users” search box and hit enter. Click on user name to assign user. Multiple users may be assigned.

**TIP**: If the person is not available in the user name search it means that person does not have an assigned role within Compliance Assist. They may use the Compliance Assist Access
Request Form at [http://www.fullerton.edu/data/_resources/pdfs/assessment_reporting/CAARF.pdf](http://www.fullerton.edu/data/_resources/pdfs/assessment_reporting/CAARF.pdf) to establish or modify their Compliance Assist user account.

**TIP:** Deleted items cannot be restored.

**Relate Outcome to University Strategic Plan, Learning Goals, and Core Competencies**

1. The last step in creating a new Outcome is to relate the Outcome to the University Learning Goals (ULG/GLG), and/or Strategic Plan Goals (SPG), and/or Core Competencies (CC), and Unit Goals (if any). To do that, select the [Related] tab at the top of the Outcome window.

2. Click the [+ Supports] button in the “Supports (Connected Up)” section to get the Select a Supports (Related UP) Item screen.
3. Change “Assessment” drop-down to “Strategic Plan” (left navigation pane).
4. Click “Filter” and check boxes of needed templates (ULG, GLG, SPG or CC) and then click “Apply Filters”.

   **TIP:** Filter for one template at a time (ULG, GLG, SPG or CC).

5. Click the [+ ] button to right of ULG, GLG, SPG or CC.

   **TIP:** Units are strongly encouraged to limit the selection to no more than one of each (ULG/GLG/SPG/Unit) type of goal to facilitate meaningful analysis. Please select all applicable Core Competencies (CC). If an Outcome supports more than one ULG/GLG/SPG/Unit goal, it is recommended to select only the goal that is most strongly supported. For example, an Outcome is related to SPG-01, ULG-03 and one department-level goal.

**ASSESSMENT AND IMPROVEMENT (ASSESSMENT STEPS 4, 5 AND 6)**

1. Use the organizational chart pane to navigate to and select the desired Outcome.
**ASSESSMENT STEP 4: DATA COLLECTION AND ANALYSIS**

Notice that the Step 4 field makes reference to a year. This makes it possible for an Outcome spanning a multiple-year planning cycle to be reported annually without having to create duplicate outcomes for each year.

1. **Step 4 (year): Data Collection and Analysis** – Type text into the box shown above. The [+ File] link can be used to attach documents. Files may be any of the following types: *.doc, *.docx, *.htm, *.html, *.pdf, *.ppt, *.pptx, *.xls, *.xlsx.

   **TIP:** If analysis is conducted annually but data are reported by semester, consider using a table for data reported in this field.

2. **Step 4 (year): Import Campus Labs Baseline Data (if applicable)** – This is an optional field. To attach Baseline item use the [+ Baseline] button and follow the prompts. When done, click the blue [< Back to Plan Item] button at the top of the screen.

   **TIP:** A View must be saved in Baseline before it can be imported into Compliance Assist.

3. **Step 4 (year): Summary** – Use drop-down menu to select summary. This field should not be left blank after the assessment year’s reporting deadline.
**Assessment Step 5: Improvement Actions**

Step 5 explains what actions the unit plans to take to either sustain or improve upon the Outcome, based on analysis presented in Step 4.

**TIP:** It is most important to note that should the Outcome be met (or exceeded) it is recommended to describe briefly a maintenance plan, not just write “no change” or N/A.

1. Use the organizational chart pane to navigate to and select the desired Outcome.

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**Assessment Step 6: Document Assessment Activities**

The assessment cycle is an iterative process. Because Step 6 is a reflection of the assessment activity performed (Steps 1-4) and the improvement actions taken (Step 5), it will be implicit in the next year’s iteration of the assessment cycle. Step 6 documentation will be captured as part of the narrative in the subsequent years’ Steps 4 and 5.

**Adding a Mission Statement**

A unit may add a mission statement. Adding a mission statement is optional. If that unit has goals, those goals can be linked to the mission statement.

**TIP:** A unit-level mission statement does not link to the university mission statement.
1. Select **Strategic Plan** from the drop-down menu.
2. Navigate to the desired unit in the organizational chart pane on the left, then click the [+ Plan Item] button at the top of the right pane. In the drop-down menu, select [Mission]. This opens an *Edit Plan Item* screen (shown below).

![Edit Plan Item Screen](image)

3. **Title** – Enter the mission statement title.
4. **Mission Statement** – Enter the mission statement.
5. **Start** (date) – 7/1 of the current fiscal year. For example, 7/1/2015.
6. **End** (date) – 6/30 of the end year of the unit’s strategic plan. If no unit strategic plan is in place, use the end year of the University Strategic Plan (currently 2018).
7. **Status** – Leave blank. Mission does not require a status.
8. **Assign Responsible Users** – It is not required to assign a responsible user.
9. When done click the [Done] button at the bottom of the window.

**ADDING GOALS**
A unit may add goals. Adding unit goals are optional. If that unit has a mission statement, these goals can be linked to the mission statement.

**TIP:** Unit-level goals do not link to University Strategic Plan Goals or Learning Goals. Outcomes may link to unit-level goals (as well as a university goal), and unit-level goals may link to a unit-level mission. Linking unit-level goals to a unit-level mission is optional.

1. Select **Strategic Plan** from the drop-down menu.
2. Navigate to the desired unit in the organizational chart pane on the left, then click the [+ **Plan Item**] button at the top of the right pane. In the drop-down menu, select [Goal]. This opens an Edit Plan Item screen (shown below).
3. **Goal Number** – The Goal Number should conform to the standardized numbering system (e.g. XXX-XXX-XXXXXXX-PG or LG-XX) found on page 19 of this guide.

4. **Goal Abbreviation** – A working title for the Goal that is visible within the main window.

5. **Goal Statement** – Enter the Goal Statement.

6. **Goal belongs to** – Select the level of unit at which this Goal belongs.

7. **Start** (date) – 7/1 of the current fiscal year. For example, 7/1/2015.

8. **End** (date) – 6/30 of the end year of the unit’s strategic plan. If no unit strategic plan is in place, use the end year of the University Strategic Plan (currently 2018).


10. **Assign Responsible Users** – It is not required to assign a responsible user.

11. When done click the **[Done]** button at the bottom of the window.
COMPLIANCE ASSIST ASSESSMENT MANAGEMENT SYSTEM CONSIDERATIONS
The Compliance Assist assessment management system is designed to create an historical account of campuswide assessment efforts. As such, no information is deleted from the system; it is simply updated.

TIP: Deleted items cannot be restored.

This guide covers how to enter an initial Outcome statement. However, going forward, the Outcome statement will be assessed multiple times, over multiple years spanning the current University Strategic Plan. As such, each year the Outcome form will be updated, multiple times during the year.

CONTINUING THE ASSESSMENT CYCLE NEXT YEAR
The 6-step assessment process repeats itself each iteration informing the next. Below is an example of an assessment process performed on an annual basis. The Assessment Cycle Timetable shown below outlines when each step of the 6-Step Assessment Process is completed.

### ASSESSMENT CYCLE TIMETABLE

<table>
<thead>
<tr>
<th></th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Outcome Statement</td>
<td>2014-15</td>
<td>2015-16</td>
<td>2016-17</td>
<td>2017-18</td>
</tr>
<tr>
<td>Step 3</td>
<td>Criteria for Success</td>
<td>2014-15</td>
<td>2015-16</td>
<td>2016-17</td>
<td>2017-18</td>
</tr>
<tr>
<td>Step 5</td>
<td>Improvement Actions</td>
<td>2014-15</td>
<td>2015-16</td>
<td>2016-17</td>
<td>2017-18</td>
</tr>
</tbody>
</table>

Example: Annual Assessment of an Outcome

**Year 1:** Complete Steps 1-3; intended to span the entire planning period
Complete Step 4 (year 1) by end of June
Complete Step 5 (year 1) by end of June, based on data collected in Step 4

**Year 2:** Continue using Steps 1-3
and Complete Step 6 based on Steps 4 & 5 (year 1); captured in Step 4 (year 2) narrative
beyond Complete Step 4 (year 2) by end of June
Complete Step 5 (year 2) by end of June, based on data collected in Step 4
Repeat through end of planning period
TIP: Outcomes may be assessed on other schedules such as every third year, once an assessment cycle, or after an outcome has been assessed and not met.

**UPDATING AN OUTCOME FORM**
Each new year during the assessment cycle, the Outcome form will be updated to include fields to capture the new year’s information for Steps 4 and 5. Those fields will be designated with the corresponding year’s date (e.g. **Step 4 (2017-2018): Data Collection and Analysis**). The Outcome form will contain multiple years of assessment periods.

**UPDATE OUTCOME FORM STEPS 4 & 5 DURING ASSESSMENT CYCLE**
Navigate to the Outcome form, scroll to the Step 4 or 5 year that corresponds to the year in which the assessment data were collected. Year 2 and beyond Step 4: Data Collection narrative will be informed by prior assessment practice, incorporating reflection upon the impact of the previous year’s assessment improvement actions, thereby capturing **Step 6: Document Assessment Activities**. For example, year 1 Step 5: Improvement Actions called for more students to be sampled during year 2 data collection. The year 2 Step 4 field should make reference to the increased sampling and its impact to the data.

**UPDATE OUTCOME FORM STEPS 1, 2 OR 3 DURING ASSESSMENT CYCLE**
Steps 1, 2, and 3 are intended to span the entire University Strategic Plan. However, there are a few scenarios in which these fields will require updating.

**Scenario 1: Outcome should be discontinued (Step 1)**
If an Outcome is no longer necessary because it is either being discontinued or replaced, the **Outcome Status** field should be marked “No Longer In Use” and the end date should be adjusted to the last year the Outcome was valid. For example, fall 2015, a program determined that their Learning Outcome 3 required substantial revision to increase its effectiveness; a new Learning Outcome was created to take its place. The original Learning Outcome 3 was marked “No Longer in Use” and its end date was changed from 6/30/2018 to 6/30/2015. The replacement Outcome was numbered 3. Example 2, in spring 2016, Performance Outcome 4 is related to a business practice that will be discontinued. The Performance Outcome was marked “No Longer In Use” and the end date was changed from 6/30/2018 to 6/30/2016. No new Performance Outcome was created to take its place.
Scenario 2: Outcome statement needs minor revisions (Step 1)

When an Outcome statement needs minor revision the **Step 1: Assessable Outcome** field is updated. First, copy the existing Outcome statement into the most recent **Step 5: Improvement Actions** field and describe the reason for the change. Then, update the **Step 1: Assessable Outcome** field with the revised outcome statement.

If the Outcome Statement needs major revision, it should be discontinued and a new Outcome Statement should be entered in its place. [see Scenario 1: Outcome should be discontinued (Step 1)]

Scenario 3: Outcome Methods & Measures change (Step 2)

If it is determined that the Methods & Measures need to be changed, the new Methods & Measures will be typed in the top of the **Step 2: Methods & Measures** field, superseding the prior year’s information. Prior year’s information, now located below the current Methods & Measures, should be labeled with the year(s) to which it pertains. Add a notation indicating the assessment approach and instrument(s) used.

Next, update the **Assessment Approach** field, if necessary.

Next, update the **Instrument(s) Used** field by checking new instruments. Do not uncheck instruments previously used. This field should indicate all instruments used in conjunction with the Outcome.

Scenario 4: Outcome Criteria for Success changes (Step 3)

If it is determined that the Criteria for Success needs to be changed, the new Criteria for Success will be typed in the top of the **Step 3: Criteria for Success** field, superseding the prior year’s information. Prior year’s information, now located below the current Criteria for Success, should be labeled with the year(s) to which it pertains.

**Do not delete Outcomes or information within an Outcome.** Everything remains in the system intact so prior year reports can be run at any time in the future. Do not unlink related items. If an Outcome has changed so that it should now be associated with a different related item, the Outcome should be discontinued and a new one created.

**UPDATING GOALS**

Unit goals belong exclusively to the unit and do not report at the university level. Therefore, a unit goal may have start and end dates that do not coincide with the University Strategic Plan. To update a unit goal simply edit the goal. To retire a goal, set the **Status** field to “No Longer In Use” and change the end date to the year of completion or cancelation. Do not unlink related items; they should stay linked so reports of previous years remain intact to be run at a time in the future.
REPORTS
The report function is beyond the scope of this guide. For documentation about creating, running and editing reports, please refer to the Compliance Assist Planning User Guide: Creating Reports available at http://www.fullerton.edu/data/_resources/pdfs/assessment_reporting/CAPUG-CR.pdf.
NUMBERING SYSTEM GUIDE
This numbering system should be used to assign a record number to all Outcomes and Goals within Compliance Assist.

**SYSTEM**

<table>
<thead>
<tr>
<th>Division Dept. College</th>
<th>1 to 7-character program</th>
<th>2-digit record number</th>
</tr>
</thead>
<tbody>
<tr>
<td>XXX-XXX-XXXXXXXXX-XXX-XX</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Unit or Academic Dept. Outcome or Goal Type

**Step 1:** Determine the unit number of the area the Outcome or Goal is being entered by using the Unit Numbers chart, found on the Planning home page in Compliance Assist, or on the OAIE website at [http://www.fullerton.edu/data/_resources/pdfs/assessment_reporting/UnitNum.xlsx](http://www.fullerton.edu/data/_resources/pdfs/assessment_reporting/UnitNum.xlsx).

**Step 2:** Write the unit number (for the unit level needed); then the Outcome or Goal type abbreviation*; then the final two digits, starting with 01 for the first record number in that area, then 02 for the next record number, etc. All numbering should be uniform and consecutive within each unit as this impacts university-level reporting.

**Step 3:** Refer to the examples below for exact formatting.

**EXAMPLES BY UNIT LEVEL**

<table>
<thead>
<tr>
<th>Unit Level</th>
<th>Outcome</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division/Dept./College</td>
<td>102-PO-01</td>
<td>102-PG-01</td>
</tr>
<tr>
<td></td>
<td>109-SLO-02</td>
<td>109-LG-04</td>
</tr>
<tr>
<td>Unit/Academic Dept.</td>
<td>102-002-PO-03</td>
<td>102-002-PG-01</td>
</tr>
<tr>
<td></td>
<td>109-001-SLO-03</td>
<td>109-001-LG-02</td>
</tr>
<tr>
<td>Degree Program</td>
<td>115-001-MSBIO-SLO-01</td>
<td>115-001-MSBIO-LG-02</td>
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<tr>
<td></td>
<td>116-003-ECOBA-SLO-01</td>
<td>116-003-ECOBA-LG-02</td>
</tr>
</tbody>
</table>

**ABBREVIATIONS**

<table>
<thead>
<tr>
<th><strong>OUTCOME TYPES</strong></th>
<th><strong>GOAL TYPES</strong></th>
<th><strong>UNIVERSITY GOAL TYPES</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>SLO</td>
<td>LG</td>
<td>ULG</td>
</tr>
<tr>
<td>Student Learning</td>
<td>Learning Goal</td>
<td>Undergraduate Learning Goal</td>
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<tr>
<td>Outcome</td>
<td>PG</td>
<td>GLG</td>
</tr>
<tr>
<td>PO</td>
<td>Performance Goal</td>
<td>SPG</td>
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<td>Performance Outcome</td>
<td></td>
<td>Strategic Plan Goal</td>
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<tr>
<td></td>
<td></td>
<td>CC</td>
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<tr>
<td></td>
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<td>Core Competency</td>
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NOTES

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