

# Fullerton Forward: 2024-2029 Strategic Plan Implementation

## Guide for Reporting Strategic Plan Outcome in the AMS

This guide is intended to provide examples or suggestions for what to include in each step of your Strategic Plan Outcome report. Please use this guide to help you prepare your updates/semester reports.

### STEP 1 – THE OUTCOME STATEMENT

Outcome is statement that describes what the units wants to accomplish in support of the University Strategic Plan and the Division goals. The outcome can focus on student learning (*Student Learning Outcome, SLO*) or operational effectiveness (*Performance Outcome, PO*). Outcomes should be:

- Learner/customer centered (not unit centered)
- Aligned with division/university goals, mission, values, and goals
- Measurable and discrete (no “double-barrel” statements)

### STEP 2A – ACTION PLAN

Action plan specifies the different actions or strategies the unit will take to achieve the outcome. The action plan could:

- Be guided by the university’s mission, vision, values and goals, the action plan
- Include specific steps outlining how the unit will start and complete the action plan
- Identify the person(s) responsible
- Specify projected duration or completion dates
- Bullet points/succinct statements are highly encouraged.

### STEP 2B – METHODS AND MEASURES

Methods and measures describe what data the unit plans to collect to determine if the outcome is met, and how. They should be valid (i.e., measure the outcome) and reliable (produce consistent results over time or across stakeholders).

- There can be multiple measures for each outcome.
- Bullet points/succinct statements are highly encouraged. The narrative should clearly and adequately describe:
  - Who/What is being measured (e.g., knowledge, skill, attendance/participation, satisfaction, etc.)
  - How it will be measured (e.g., survey, internal tracking, etc.)
  - Where the data are being captured or collected (e.g., workshop, database, etc.)
- Consider using the [Strategic Plan Progress Indicators](#) to inform the type of data you collect.

### STEP 3 – CRITERIA FOR SUCCESS

Each measurement in Step 2 requires a criterion for success, which is a benchmark set to determine whether the outcome has been met. Each criterion for success should be:

- Determined before data are collected/analyzed, and can be based on historical data, industry standards, accreditation demands, or professional standards, etc.
- Aligned with the methods and measures in Step 2B
- Written in succinct statement (ideally one sentence)
- Set at an appropriate level (not “easy targets”)
- Consider using the [Strategic Plan Progress Indicators](#) to inform the Criteria for Success you set.

### STEP 4A – ACTION PLAN UPDATE

Units will report on updates to the action plan outlined in Step 2A each term. Bullet points/succinct statements are highly encouraged. When updating the action plan, please provide the following:

**Action Plan/Outcome Progress** (*select one*): Please select the progress that best represents the reporting period.

- **Completed:** All actions/strategies have been completed for the outcome
- **On-Track:** Most or all actions/strategies have been implemented and progress is on track
- **Delayed:** Implementation of all actions/strategies have been delayed
- **Cancelled:** All actions/strategies have been cancelled

**Action Plan Updates (Step 4A):** Provide update for each action or strategy outlined in Step 2A:

- Summarize what actions or strategies have been taken within the time period
- Describe changes that were made, if any.

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### STEP 4B – DATA COLLECTION AND ANALYSIS

Data must be collected within the reporting period being submitted. Bullet points/succinct statements are highly encouraged. Please include the following elements:

- A succinct description of the data collection:
  - Where were the data collected from (e.g., course, campus events); this should align with the information provided in Step 2B (i.e., where the measurement is being taken)
  - How many stakeholders/participants were in the population (e.g., A total of 235 staff participated in the professional development workshops.)
  - How many stakeholders/participants were in the sample (e.g., Out of the 235 staff that participated in the professional development workshops, 100 completed the post-workshop survey.)
  - What were the data/artifacts (e.g., survey item, documents, focus groups); this should align with the information provided in Step 2B (how outcome is being measured)
- A succinct summary of analysis and findings:
  - Clear summary description of data and analysis results, which could include descriptive statistics with average and/or distribution of scores, articulation of process/practice changes, or narrative of thematic analysis of qualitative (e.g., focus groups, open-ended survey response) 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 4B
    - **Do not upload any student/employee identifiers or protected data**
- A succinct description of the interpretation of the analysis and findings. Some suggestions:
  - How do the results inform your work/practice?
  - Were there identified gaps after disaggregating the data?
  - How do the results compare to prior assessment results? What trends have you observed? If not applicable, please indicate this was the first assessment for the outcome.
  - How do the results speak to the impact of prior improvement actions, if applicable?
  - How were the results expected/unexpected?
- Consider using the Strategic Plan Progress Indicators to inform your analysis of the findings.

Based on your data collection and analysis, please indicate the following:

**Assessment Result** (*select one*): Please select the option that best represents your assessment results (in reference to your criteria for success).

- **Assessed and not met:** Data was collected per the unit's assessment plan, and at least one criteria of success was not met
- **Assessed and met:** Data was collected per the unit's assessment plan, and all criteria of success were met
- **Did not assess:** Data was not collected per the unit's assessment plan

### STEP 5 – IMPROVEMENT ACTIONS AND NEXT STEPS

An improvement action statement is required for all assessed outcomes, even when the outcome was met. Improvement actions should be based on the data collected and analyzed. Bullet points/succinct statements are highly encouraged. Statements should address:

- How are results disseminated to the team and constituents?
- What are your next steps to continue your efforts to improve or maintain your practice?
- Who will be responsible for carrying out the improvement actions, if any?
- If no improvement actions are identified, when will the outcome be re-assessed?
- Are there improvements to the assessment plan/practice, communication, etc. that can be made?
- Is there a time frame for implementing the improvement actions and/or re-assessing, if any?