Overview of Administrative Unit Annual Assessment Process

- Administrative units have outcomes that support the University's strategic plan goals.
- At the beginning of the fiscal year, administrative units review their outcomes and performance targets and revise as necessary. The majority of departments utilize the university-adopted assessment template (see appendix) to delineate: the outcome, the strategic plan goal(s) the outcome supports, target performance level for the year, and strategies that will be used to achieve target performance level.
- Divisional coordinators assist departments and divisional vice presidents review and approve outcomes and targets.
- At the end of the fiscal year, departments report the findings of their assessment (see template in appendix), including: actual performance; analysis of performance, including discussion of why target was or was not met; action plan to improve performance in the future. Vice Presidents review reports.
- Divisional coordinators forward reports to the Office for Institutional Effectiveness, which prepares this summary report designed to allow review of institution-wide patterns and themes.

Summaries Contained in this Report

Outcomes by Division	Summary of quantity of outcomes by division and department within division
Outcomes by Strategic Plan Goal, Within Division	Percentage of outcomes aligned with each goal of the strategic plan, overall and within division
Outcomes by Type	Distribution of outcomes by type - overall, within strategic plan goal, and within division
Performance Targets Met	Percentage of outcomes for which performance target is met, strategic plan goal
Action Plans by Type	Distribution of action plans by type – overall, within strategic plan goal, and within division

Outcomes by Division

Division	Units	Total Outcomes	Outcomes Per Unit		
			Ave	Min	Max
Academic Affairs (AA)	14	82	5.9	1	12
Finance & Treasury (F&T)	2	16	8.0	7	9
Operations & Innovation (O&I)	5	21	4.2	3	5
Student Affairs & Enrollment Management (SAEM)	15	45	3.0	1	6
University Advancement (UA)	1	2	2.0	2	2
University Total	37	166	4.5	1	12

Units

AA	Career Planning and Placement; Dean's Office College of Arts and Sciences; Dean's Office College of Education & College of Professional Studies; Dean's Office School of Business; Global Initiatives; Library; Military and Veteran's Services; Online Learning; Opportunity Scholarship Program; Professional Education and Lifelong Learning; Research Grants and Sponsored Programs; Specialized Services and Supplemental Instruction; Student Success Initiatives; University Advising Center
F&T	Budget Office & Controller; Student Accounts
O&I	Business Services; Facilities and Construction Management; Human Resources; Information Technology; Public Safety
SAEM	Admissions; Campus Life; Children's Learning Center; Community Engagement; Counseling Center; Dean of Students; Enrollment Communications; Gothic Times/Media; Health and Wellness; Hub Tutoring; Registrar; Residence Life; Student Government; Student Outreach and Retention; Women's Center
UA	Advancement

Outcomes by Strategic Plan Goal, Within Division

Division	Goal 1	Goal 2	Goal 3	Goal 4
Academic Affairs (AA)	35%	46%	18%	13%
Finance & Treasury (F&T)	0%	0%	100%	0%
Operations & Innovation (O&I)	0%	0%	100%	0%
Student Affairs & Enroll Mgmt (SAEM)	7%	69%	24%	4%
University Advancement (UA)	0%	0%	100%	0%
University Total	19%	42%	39%	8%

Note: An individual outcome can align to multiple goals.
Strategic Plan Goals: Goal 1: Enhance Academic Excellence; Goal 2: Achieve Student Success: Academic, Personal, and Social; Goal 3: Enhance Resources and the University's Capacity to Achieve Vision; Goal 4: Strengthen NJCU Identity, Brand, Reputation and Connections to the Community

Outcomes by Type

Outcome Type, Within Strategic Plan Goal	Overall	Goal 1	Goal 2	Goal 3	Goal 4
Participation	29%	9%	45%	18%	31%
Task/Project Completion	20%	66%	12%	11%	23%
Efficiency/Compliance	19%	9%	1%	43%	0%
Student Learning/Success	9%	3%	20%	0%	0%
Provision of Services	7%	6%	7%	8%	8%
Professional Development	7%	0%	10%	5%	8%
Satisfaction	5%	3%	3%	9%	15%
Revenue	4%	3%	1%	6%	15%

Note: An individual outcome can align to multiple goals

| Outcome Type, Within Division	AA	F&T	O&I	SAEM	UA
Participation	26%	13%	24%	44%	0%
Task/Project Completion	37%	0%	5%	7%	0%
Department Efficiency/Compliance	5%	81%	57%	7%	0%
Student Learning/Success	10%	0%	0%	16%	0%
Provision of Services	9%	6%	10%	2%	0%
Professional Development	4%	0%	0%	18%	0%
Satisfaction	6%	0%	5%	7%	0%
Revenue	5%	0%	0%	0%	100%

Outcome Type Descriptions

Participation	Outcomes related to participation in or attendance at a program/service managed by the department
Task/Project Completion	Outcomes that include tasks or projects completed by the department. Typically a yes/no outcome
Efficiency/Compliance	Outcomes that include time to completion of services, adherence to deadlines, etc.
Student Learning/Success	Outcomes that include learning, progress to degree, retention rates, etc.
Provision of Services	Outcomes that emphasize offering services that are core to the department.

Professional Development	Outcomes designed to increase skill- or knowledge-level of department members
Satisfaction	Outcomes focusing on satisfaction of individuals with respect to services or initiatives under the auspices of the department
Revenue	Outcomes specifically related to generation of revenue

Performance Targets Met

Percentage of Performance Targets Met

Overall	Goal 1	Goal 2	Goal 3	Goal 4
39%	56%	52%	62%	54%
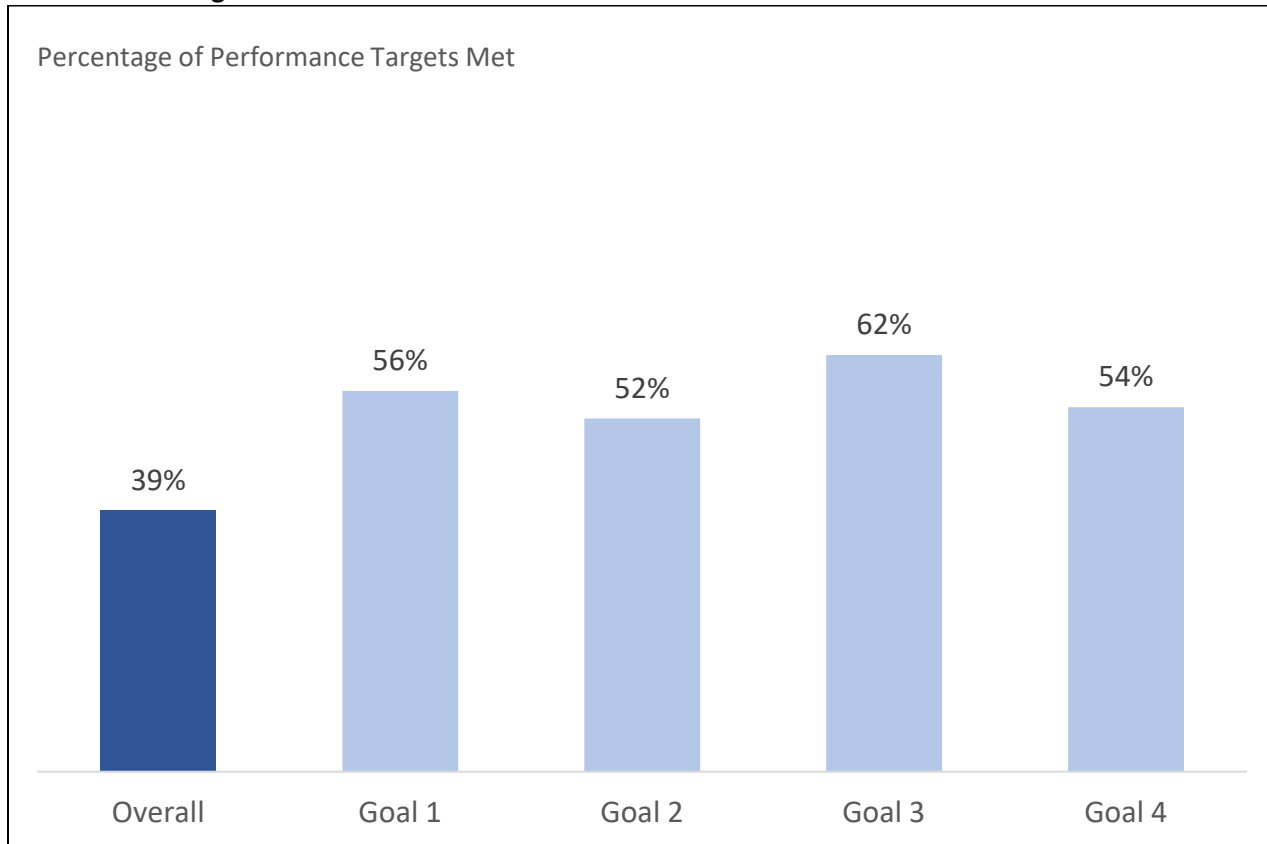
Action Plans by Type

Action Plan Type, Within Strategic Plan Goal	Overall	Goal 1	Goal 2	Goal 3	Goal 4
Continue As Is	58%	88%	51%	54%	77%
Revise Process/Program	12%	3%	16%	9%	8%
Increase Outreach	8%	3%	12%	9%	0%
Modify Assessment/Methodology	6%	0%	10%	5%	0%
Secure Additional Resources/Staff	8%	3%	16%	3%	0%
Enhance Collaboration	5%	3%	6%	5%	0%
Professional Development	6%	3%	4%	11%	0%
Change/Adopt Tool/Software	8%	6%	7%	9%	0%
None Given	7%	0%	6%	9%	15%

Note: An action plan can include more than one activity
75% of the action plans that call for continuing as is are associated with outcomes for which target performance level was met

Action Plan Type, Within Division	AA	F&T	O&I	SAEM	UA
Continue As Is	68%	44%	57%	49%	0%
Revise Process/Program	6%	19%	0%	27%	0%
Increase Outreach	9%	19%	5%	4%	0%
Modify Assessment/Methodology	2%	0%	5%	16%	0%
Secure Additional Resources/Staff	7%	0%	0%	18%	0%
Enhance Collaboration	5%	13%	0%	4%	0%
Professional Development	2%	6%	10%	11%	0%
Change/Adopt Tool/Software	6%	6%	14%	9%	0%
None Given	5%	0%	14%	4%	100%

Note: An action plan can include more than one activity

75% of the action plans that call for continuing as is are associated with outcomes for which target performance level was met

APPENDIX

<div align="center">

New Jersey City University
Outcomes Plan and Semester Report

</div>

Unit: _____   Academic Year: _____

Prepared by: _____   Date: _____

Link to Strategic Plan: Goal and objective from strategic plan	Outcome: Defined in observable, measurable language	Assessment/Measures and Target Performance Levels: The method used gather evidence/data	Strategies to Achieve Target Performance Level	Result: Data results	Analysis: Interpretation of meaning of data results	Action Plan: Explanation of actions that will be taken for continuous improvement. Action plan should stem from result and analysis
To be completed at start of fiscal year	To be completed at start of fiscal year	To be completed at start of fiscal year	To be completed at start of fiscal year	To be completed at end of fiscal year	To be completed at end of fiscal year	To be completed at end of fiscal year