**ADMINISTRATIVE ASSESSMENT PLANNING FORM**

**ROLE, RESPONSIBILITIES, AND MEASURABLE OBJECTIVES**

**FOR ADMINISTRATIVE AND STUDENT SUPPORT UNITS**

MISSION

GOALS

OBJECTIVES

Every administrative unit at Queens College makes a unique contribution to the College. The purpose of assessment is to showcase that work, and help you make progress toward your unit’s goals. More specifically, the assessment process affords staff the opportunity to identify challenges, address concerns, and be more deliberate about solutions. All administrative units of Queens College, both student-facing and non-student facing offices, are expected to engage in periodic assessment to ensure ongoing, evidence-based improvement of QC's programs and services and to provide evidence of institutional effectiveness to internal and external constituencies.

The assessment process begins with articulating an office’s mission, goals, and objectives. This sets the foundation for answering questions about where and how improvements can be made in your assessment report.

**This document is a template – do NOT edit it.** Rather, please save a copy of this document to your files (click ‘File’ and then ‘Save as’) and name the copy to include your department’s name *(e.g., ITS Assessment Plan).* Share the document with your staff to facilitate collaborative editing. Once the document is completed and finalized, save a PDF copy and [**upload the PDF to the QC Assessment Repository**](https://forms.office.com/Pages/ResponsePage.aspx?id=s_BgbwZfCU6XFZiduozH2PoMVjEAIdJHlhQmNuhJQ0dUNkZOT1pRWDVNR1k1TUNZTEg4U0FGRlpGVCQlQCN0PWcu)**.**

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| --- | --- |
| Administrative Division |  |
| Dept Name |  |
| Academic Year |  |
| Assessment Liaison |  |
| Title/Position |  |
| Email Address | **@qc.cuny.edu** |

**STEP 1a: Mission and Goals**

**A mission statement is a general statement that briefly outlines the overall purpose of a unit at the college.** Your mission statement should indicate the office’s primary functions, identify its stakeholders, and articulate the office’s distinct role at the college. Mission statements change only in the event of fundamental changes to the role or purpose of the administrative unit. To craft a mission statement that encompasses your unit's core purpose and distinct contribution to the College, answer the following questions and summarize your answers.

(1) What does your office do?

(2) Who does your office do this for?

(3) What relationships does your office have with other units at the college?

(4) How does your office contribute to student success?

**Write your office's MISSION STATEMENT in the box below** (use the [Mission Statement Worksheet](https://cuny907.sharepoint.com/%3Ab%3A/s/OIE/ETuqoYj-4W5ImPgekhqna1MBffPLJd03dLZyEW74JGYwXw?e=nnojbi) as a guide).

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**STEP 1b: Goals**

**Goals are broad statements that detail how the unit will fulfill its mission.** Office goals should articulate every element of your unit’s mission/responsibilities, ensuring that they endure leadership changes.

To articulate these goals, try to list all the ways in which the mission of the unit would be fulfilled.

All administrative offices should have operational goals. Offices that are student-facing should also have goals related to students:

* Operational goals deal with the functions, demands, resources, and efficiencies of the unit.
* Student goals address how the unit contributes to the success or development of students.

**List your office's GOALS in the box below** (use the [Goals and Objectives worksheet](https://cuny907.sharepoint.com/%3Ab%3A/s/OIE/ERulE4lICfxIqxuicTVwJxgBp7nTOGpFA4lDzISeC9wLvQ?e=iltgZh) as a guide).

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**STEP 2: Measurable Objectives** (Key priorities and intended outcomes for the year)

**An objective is a step that can be taken to meet an office goal.**

Importantly, objectives should be **SMART: Specific, Measurable, Achievable, Relevant, and Time-bound.**

To set your objectives this year, try to articulate how your office will make progress towards each office goal.

For each objective, identify the possible **measures** and **data source(s)** your office will use to gauge progress. High quality assessment incorporates at least some direct measures along with some indirect measures:

* Direct measures evaluate actual performance rather than perceptions. Cost savings and timeliness of meeting service requests are examples of direct measures.
* Indirect measures evaluate perceived performance, such as those derived from satisfaction surveys.

Finally, identify also which QC Strategic Plan Goals the objectives support.

**In the following pages, list this year’s objectives below for each departmental goal.**

**GOAL 1**

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| --- | --- | --- |
| **OBJECTIVES** | **MEASURES** *(e.g., count, percent)* | **DATA SOURCES** *(e.g., QC navigate, Survey)* |
| 1.a.  |  |  |
| 1.b.  |  |  |
| 1.c.  |  |  |
| 1.d.  |  |   |
| 1.e. |  |  |

**QC Strategic Plan Goal(s)** *(i.e., which strategic plan goals do the objectives above support?)*

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**GOAL 2**

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| **OBJECTIVES** | **MEASURES** *(e.g., count, percent)* | **DATA SOURCES** *(e.g., QC navigate, Survey)* |
| 2.a.  |  |  |
| 2.b.  |  |  |
| 2.c.  |  |  |
| 2.d.  |  |   |
| 2.e.  |  |  |

**QC Strategic Plan Goal(s)**

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**GOAL 3**

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| **OBJECTIVES** | **MEASURES** *(e.g., count, percent)* | **DATA SOURCES** *(e.g., QC navigate, Survey)* |
| 3.a.  |  |  |
| 3.b.  |  |  |
| 3.c.  |  |  |
| 3.d.  |  |   |
| 3.e.  |  |  |

**QC Strategic Plan Goal(s)**

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**GOAL 4**

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| **OBJECTIVES** | **MEASURES** *(e.g., count, percent)* | **DATA SOURCES** *(e.g., QC navigate, Survey)* |
| 4.a.  |  |  |
| 4.b.  |  |  |
| 4.c.  |  |  |
| 4.d.  |  |   |
| 4.e.  |  |  |

**QC Strategic Plan Goal(s)**

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**GOAL 5**

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| **OBJECTIVES** | **MEASURES** *(e.g., count, percent)* | **DATA SOURCES** *(e.g., QC navigate, Survey)* |
| 5.a.  |  |  |
| 5.b.  |  |  |
| 5.c.  |  |  |
| 5.d.  |  |   |
| 5.e.  |  |  |

**QC Strategic Plan Goal(s)**

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**GOAL 6**

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| **OBJECTIVES** | **MEASURES** *(e.g., count, percent)* | **DATA SOURCES** *(e.g., QC navigate, Survey)* |
| 6.a.  |  |  |
| 6.b.  |  |  |
| 6.c.  |  |  |
| 6.d.  |  |   |
| 6.e.  |  |  |

**QC Strategic Plan Goal(s)**

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**Submitted by (office director / leader):**

Name

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Title

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Submission Date (MM-DD-YYYY)

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