ADMINISTRATIVE & SUPPORT UNITS

- **Client/User Outcome Assessments**
  - Workshop pre-test/post-test
  - Internet hit count
  - Attendance at events; participation counts
  - Observation of student health records

- **Attitudinal assessments** (students, alumni, parents, employers, members of the public, employees, departments)
  - National surveys (provide “normative” data)
  - “Local” surveys (specific to STU, cheaper, easier to adjust)
  - Other: focus groups, e-mail comments, suggestion box, evaluation form/point of service surveys

- **Direct measures of accomplishments** (need in-house “baseline” info, standards provided by professional organizations, federal/state regulations, comparisons/benchmarks with peer institutions)
  - Measures of volume activity (e.g., number of clients served)
  - Measures of efficiency (e.g., average turnaround time for filling requests, budget information, prompt response)
  - Measures of service quality (e.g., error rates, accuracy of info provided)
  - Review of existing data (routine records/reports, audits, institutional data, audits)