Guiding Questions for SUO Results

The following questions are intended to serve as a guide to service unit members in their discussions following the data collection and analysis process.

Service Unit Outcome Statements

• Were the service unit outcomes that were assessed core outcomes for this service?
• Is there any aspect of the SUO statements that should be revised?

Assessment Methodology

• Did the assessment method accurately assess the SUOs? That is, did the assessment questions or data provide strong information about whether or not the SUOs were met?
• If a survey or focus group was used, were the questions clearly worded?

Assessment Process

• If an external evaluator was used, was the communication about the expectations of the assessment process clear and given early enough to the external evaluator?
• Was the assessment administered with reasonable uniformity across semesters (e.g., same timeframe during the semester or year)?
• Did the service unit members understand how to aggregate the data in a way that would be meaningful for the service?

Assessment Results

• Describe the type of evidence that was collected to evaluate the SUOs. Is the data adequate to establish key findings and draw conclusions?
• Has all the evidence been collected and documented? Is there any missing data or incomplete data?
• Why did you or did you not reach your expected level of achievement?
• What strengths and/or weaknesses do the results reflect about your service area?

Establishing Actions Taken

• Based on the findings, what changes or modifications to the services, activities, and/or processes do you believe are necessary to improve the service? Specifically, what actions can be taken to improve the process of the service or client satisfaction?
• Are there any new resources that will be needed for the enhancement and improvement initiatives?
• From the actions that have been taken and documented at this time, what is a meaningful reevaluation date for the service?