

Example of a partial Administrative Assessment Plan. This example serves as a "blue print" or design for engaging in the assessment of one outcome for a hypothetical administrative office.

(Hypothetical) Outcome #1: Complete travel reimbursement requests in a timely fashion in order to support staff in their projects.

Indicators (What indicates that the outcome has been met?)	Data/Evidence (What types of information need to be collected and looked at in order to assess whether or not the indicator is met?)	Participants (Whose hands touch the data/evidence?)	Lead (Who is responsible for successfully collecting, storing, and facilitating conversations about what the evidence is communicating about meeting the indicators?)
1.) The electronic request form is user-friendly.	a.) Number and % of users who correctly fill out the form. b.) Number and % of staff fail to attach all necessary documents. c.) Number and % of staff who report that the form is easy to use.	Person X, Person Y, Person Z	Person X
2.) All staff who submit requests receive an email update within two days of submitting a request.	a.) Number and % of staff who receive an email update within two days of submitting a request. b.) Number and % of staff who report that the email updates are helpful.	Person X, Person A, Person B	Person A
3.) All <i>easy to moderately</i> difficult requests are completed within 5 business days.	a.) Number and % of staff whose requests that were completed within 5 business days or less of submitting a request.	Person X, Person B	Person B
4.) Staff who submit <i>difficult</i> requests are communicated with every three business days until request is completed.	a.) Number and % of staff whose requests are tagged as difficult. b.) Number and % of staff who receive communication about their request every three business days. c.) Number and % of staff whose difficult requests were completed within 15 business days of submitting a request.	Person Z, Person B	Person Z

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