

Tips on developing an **Analysis** at the MEASURE level:

1. Look closely at your measures

For Learning Measures

- 75% of students will earn a score of 80% or higher on the **exam**
- 80% of students assessed will obtain a score of 3 or higher on all **rubric** items
- 85% of students will answer at the “practitioner” or “expert” levels on **essay**
- Avg. **assignment** grade is 75%

For Non-Learning Measures

- 24 hour avg. **processing time**
- 80% of users will report being “satisfied” or “very satisfied” with department services
- Increase program **participation** by 5%
- 75% of full-time employees will successfully **complete the annual certification process.**

2. Answer any of the following questions about groups and/or component areas to identify strengths and weaknesses of performance.

- a. Are expectations being met? If so, by whom and/or what areas?
- b. Are expectations not being met? If so, by whom and/or what areas?
- c. Are things improving? If so, by whom and/or what areas?
- d. Are things declining? If so, by whom and/or what areas?
- e. **In sum MAKE COMPARISONS to see where you can improve!**

3. PSS will also provide space for you to analyze results across multiple measures

- a. You have the option to answer the same questions noted above – for all measures used to assess the outcome in question

4. Use the analysis to help guide and justify your follow-up actions (aka improvements) on service delivery, operations, processes, or your ASSESSMENT METHODS.

5. Repeat this for all Expected Outcomes that were assessed for this year.