

	Educational Objectives	Constituents	Processes	Outcomes Assessment	Results	System
1	Not well defined	Informal contact	Few, if any processes defined and documented	Limited to ad hoc efforts	Anecdotal	None evident
2	Broadly defined and documented; clearly tied to mission; evidence of constituent input	Somewhat involved in defining objectives and desired outcomes, and assessment	Some major processes defined and documented; clearly tied to mission and program objectives	Some outcomes defined and improved in systematic manner; problems recognized and corrected	Satisfactory outcomes; some evidence of positive trends in areas deployed	Early stages; partial deployment within the program and college
3	Comprehensive; defined, documented' and measurable; clearly tied to mission and constituent needs	Clearly involved in defining objectives and desired outcomes, and assessment; evidence of some sustained strategic partnerships	Processes for all major elements of criteria defined, documented, and controlled; clearly tied to mission, program objectives, and constituent needs	All major outcomes defined; systematic evaluation and process improvement in place; problems anticipated and prevented	Good outcomes; positive trends in several major areas; some evidence that results caused by systematic approach	In place; deployed throughout the program and college; driven by mission and objectives
4	Comprehensive; defined, documented and measurable; clearly tied to mission; responsive to constituent needs; systematically reviewed and updated	High degree of involvement in defining objectives and desired outcomes; evidence of many sustained strategic partnerships in all constituent groups	Processes for all elements of criteria are quantitatively understood and controlled; clearly tied to mission, program objectives, and constituent needs	All outcomes defined; systematic evaluation and process improvement in place; many support areas involved; sources of problems understood and eliminated	Excellent outcomes; positive trends in most areas; evidence that results caused by systematic approach	Integrated; deployed throughout the program, college, and support areas; driven by mission and objectives
5	Comprehensive; defined documented, measurable and flexible; clearly tied to mission; readily adaptable to meet constituent needs; systematically reviewed and updated	High degree of involvement in defining objectives and desired outcomes, assessment; and improvement cycles; sustained evidence of strategic partnership with all key constituents	Processes for all elements of criteria are quantitatively understood and controlled; clearly tied to mission, program objectives, and constituent needs; seen as benchmarks by other institutions	All outcomes defined; systematic evaluation and process improvement in place; all support areas involved; common sources of problems understood and eliminated	World-class outcomes; sustained results; results clearly caused by systematic approach	Sound, highly integrated system; deployed throughout the program, college, and institution; driven by mission and objectives

Figure A-1: Matrix for Implementation Assessment