



Institutional Effectiveness Framework Implementation-audit form

Non-Academic Department

Service Assessment:

Component	Excellent	Good	Fair	Poor	Rating (0-3)	Evidence/Comments
1. Department Mission and goals clearly defined	Mission and goals are clearly defined, specific, and measurable	Mission and goals are mostly clear but need refinement	Mission and goals exist but are vague or incomplete	No mission or goals defined		
2. Assessment tools identified to evaluate performance	Comprehensive set of assessment tools with clear rationale	Adequate assessment tools but not comprehensive	Limited assessment tools with inadequate coverage	No assessment tools identified		
3. Assessment findings aligned with AUM mission	Assessment findings explicitly aligned with and support AUM mission	General alignment with AUM mission but could be stronger	Limited alignment with AUM mission	No alignment between assessment and AUM mission		
4. User/student feedback collected systematically	Systematic collection and analysis of feedback with high response rates	Regular collection but inconsistent analysis	Sporadic collection with limited analysis	No systematic collection of feedback		
5. Surveys conducted for services/facilities annually	Comprehensive annual surveys conducted with thorough analysis	Annual surveys conducted but with limited scope	Surveys conducted irregularly	No annual surveys conducted		
6. Survey response rates are adequate	High response rates with good representation across user groups	Moderate response rates with some representativeness	Low response rates limiting usefulness	No surveys or very low response rates		
7. Staff performance evaluation system in place	Comprehensive evaluation system with results used for improvement	Regular evaluation system but limited use of results	Limited evaluation system with inconsistent application	No staff performance evaluation system		
8. Operational efficiency metrics established and	Comprehensive metrics systematically tracked	Regular metrics but inconsistent tracking	Limited metrics with minimal	No operational efficiency		

tracked	and analyzed	or analysis	tracking	metrics		
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Extra-Curricular Activities

Component	Excellent	Good	Fair	Poor	Rating (0-3)	Evidence/Comments
9.Activities have defined learning objectives	All activities have clearly defined learning objectives	Most activities have objectives but clarity varies	Some activities have objectives but many do not	No defined learning objectives		
10. Activities assessed at completion	Systematic assessment of all activities with consistent methodology	Regular assessment but inconsistent methodology	Limited assessment of some activities	No assessment of activities		
11. Participant feedback collected	Comprehensive feedback collected and thoroughly analyzed	Regular feedback but analysis lacks depth	Limited feedback collected with poor response rates	No participant feedback collected		
12. Assessment data used to improve future activities	Systematic use of assessment data with clear linkage to improvements	Regular use of data but connection to improvements not always clear	Limited use of data with unclear connection to improvements	No use of assessment data for improvement		
13. Alignment of activities with institutional goals documented	Clear documentation of how activities align with institutional goals	General alignment but documentation could be improved	Limited alignment with unclear documentation	No alignment with institutional goals		

Resources and Infrastructure

Component	Excellent	Good	Fair	Poor	Rating (0-3)	Evidence/Comments
14. Resources adequacy assessment conducted	Comprehensive assessment with clear metrics and benchmarks	Regular assessment but methodology could improve	Limited assessment with minimal metrics	No assessment of resource adequacy		
15. Infrastructure evaluation conducted	Comprehensive evaluation with appropriate metrics and planning	Regular evaluation but depth could improve	Limited evaluation with minimal scope	No infrastructure evaluation		
16. Technology effectiveness assessed	Thorough assessment with clear metrics and improvement plans	Regular assessment but methodology could improve	Limited assessment with unclear metrics	No assessment of technology effectiveness		
17. Resource utilization data	Comprehensive collection and analysis with clear	Regular collection but analysis lacks	Limited collection with	No collection of utilization data		

collected and analyzed	outcomes	depth	minimal analysis			
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Overall Implementation

Component	Excellent	Good	Fair	Poor	Rating (0-3)	Evidence/Comments
18. AMR completed	Comprehensive AMR completed on schedule with thorough analysis	AMR completed but with limited depth	AMR partially completed or completed inconsistently	No AMR completed		
19. Assessment findings used to improve services	Systematic use with clear documentation linking to findings	Regular use but connection to findings not always explicit	Limited use with unclear connection to findings	No use of findings for improvement		
20. Complete records maintained and accessible	Complete, well-organized records readily accessible	Most records maintained but some gaps exist	Incomplete records with inconsistent organization	No maintenance of complete records		
21. Changes made based on assessment findings	Systematic changes with clear documentation linking to findings	Regular changes but connection to findings not always clear	Limited changes with unclear connection to findings	No changes based on assessment findings		

Action Plan

Based on this assessment, please identify:

1. Areas of strength:

2. Areas needing improvement

3. **Specific actions to be taken this academic year:**

4. **Resources needed to implement improvements:**

5. **Timeline for implementation:**

Signatures

- **Submitted by:** _____
- **Department:** _____
- **HoD:** _____
- **Date:** _____

- **Received and reviewed by:** _____
- **Accreditation and Quality Assurance**
dep_____
- **Date:** _____
- **Feedback:** _____