## INSTITUTIONAL EFFECTIVENESS - ADMINISTRATIVE UNITS
### CONTINUOUS IMPROVEMENT RUBRIC

**Administrative Unit/Division**

<table>
<thead>
<tr>
<th></th>
<th>No Evidence</th>
<th>Developing</th>
<th>Effective</th>
<th>Exemplary</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>□ No assessment method described</td>
<td>□ Analyzed data and identified key findings, but did not tie analysis of assessment results to a decision, change, or improvement</td>
<td>□ Analyzed data and identified key findings from the assessment of a unit level goals/objective(s)</td>
<td>□ Met “Effective” criteria</td>
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<tr>
<td><strong>OR</strong></td>
<td></td>
<td>□ Described data collection efforts, but did not analyze data or identify key findings</td>
<td>□ Described very general improvement, but specific details are not provided or the improvement was not related to identified key findings</td>
<td>□ Implemented a data-driven change identified from the current or previous assessment cycle</td>
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<tr>
<td><strong>AND</strong></td>
<td></td>
<td>□ Described decision or change made to improve services, operations, processes, or impact to resource allocation</td>
<td>□ Intentionally determined change not needed and provided rationale for no change.</td>
<td>□ Analyzed data to assess the impact of the change to services, operations, processes, or resource allocation</td>
</tr>
<tr>
<td><strong>OR</strong></td>
<td></td>
<td>□ Intentionally determined change not needed and provided rationale for no change.</td>
<td></td>
<td>□ Described how the change led to an improvement or why the change did not yield an improvement or efficiency.</td>
</tr>
</tbody>
</table>

**Check Overall Rating**

- □ No Evidence
- □ Developing
- □ Effective
- □ Exemplary

**Comments:**
Overview

RIT’s strategic plan prioritizes assessment and renewal to guide planning, resource allocation, continual improvement, and effective responses to opportunities and challenges. To this end, RIT’s University Assessment Council is focused on developing practices to support the demonstration of how effectively administrative units support RIT’s mission, vision, and goals. The processes provide each administrative unit the opportunity to show how they use assessment results for continuous improvement (enhancing operations, planning, guiding decision making, allocating resources, etc.) RIT is committed to establishing systematic methods for assessing administrative unit goals and administrative units.

Definitions

Institutional Effectiveness: The systematic and ongoing process of planning, making informed decisions, and allocating resources by collecting, assessing, and acting on data relative to how well the institution is achieving its mission and purposes. The overarching institutional effectiveness question is, how well are we achieving our mission and goals? The assessment of institutional effectiveness essentially involves a documented comparison of institutional performance to institutional purpose (adapted from MSCHE).

Continuous Improvement: An approach to work that systematically seeks to achieve changes in processes, procedures, services, programs, etc. in order to improve quality and efficiency. This approach embraces the belief that improvement is not something that starts and stops, but something that requires an organizational and administrative unit commitment to an ongoing process of planning, assessing, reflecting, refining, and improving.

Framing Language

This rubric is designed to holistically assess administrative units’ use of data to continuously improve. Elements of continuous improvement include: identifying clearly articulated goals; determining a benchmark for success, implementing strategies to achieve those goals; assessing the achievement of the goals; and using assessment findings to improve and inform planning and resource allocation. The rubric will be used to review administrative units’ progress report submissions. RIT administrative units share some common attributes including demonstrating continuous improvement, but we acknowledge each unit designed goals and objectives and assessment methods appropriate to their core business functions and customers. The rubric provides a holistic approach to identifying and determining continuous improvement for administrative units at RIT. Each level of the rubric identifies associated continuous improvement processes. This process is designed to be formative as administrative units will receive feedback on how well the unit demonstrates continuous improvement.