| INSTITUTIONAL EFFECTIVENESS - CONTINUOUS IMPROVEMENT RUBRIC |
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☐ **Insufficient or Did Not Engage in Improvement Efforts (1)**

☐ Did not address all of the requirements (below) for engaging in Measurement Efforts

☐ **Engaged in Measurement Efforts (2)**

☐ Identified a goal or outcome (outcome may not be meaningful and ongoing)
☐ Measured efforts to achieve goal or outcome
☐ Analyzed and/or reflected on the findings
Note: Submissions in this category do not identify an opportunity for improvement or do not link the improvement to the findings

☐ **Initiated Continuous Improvement Cycle (3)**

☐ Identified a meaningful goal or outcome
☐ Goal or outcome is ongoing or iterative
☐ Measured efforts to achieve goal or outcome
☐ Analyzed and/or reflected on the findings
☐ Identified an opportunity for improvement (decision, change or improvement) based on or related to the findings

☐ **Completed Continuous Improvement Cycle (4)**

☐ Identified a meaningful goal or outcome
☐ Goal or outcome is ongoing or iterative
☐ Measured efforts to achieve goal or outcome
☐ Analyzed and/or reflected on the findings
☐ Identified an opportunity for improvement (decision, change or improvement) based on or related to the findings
☐ Implemented a strategy for improvement
☐ Measured the impact of the improvement strategy
☐ Analyzed and/or reflected on the findings
☐ Identified an opportunity for improvement (decision, change or improvement) based on or related to the findings, where appropriate

Feedback:

R I T **Benchmark: 100**% of administrative units will demonstrate an Initiated Continuous Improvement Cycle (3), 75% of administrative units will demonstrate a Completed Continuous Improvement Cycle (4).

*Overview*

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 Institutional Effectiveness Progress Report process provides each administrative unit the opportunity to show how they use assessment results for continuous improvement (enhancing operations, planning, guiding decision-making, allocating resources, etc.)

*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 question is, how well are we achieving our mission and goals?*

*Continuous Improvement:* An approach that systematically seeks to achieve changes in processes, procedures, services, programs, etc. 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,  and improving.

*Meaningful: A goal or outcome which connects to the unit, division, or university priorities and has a significant impact on the operations of the unit. A goal or outcome which describes why we are doing something rather than what we are doing.*

*Ongoing or Iterative: A complex goal or outcome.  An ongoing or iterative goal is not a task to be completed, but rather a process or a broad aim that will benefit from continued investigation.*

*Framing Language*

This rubric is designed to assess administrative units' use of data to continuously improve. Elements of continuous improvement include: identifying goals; 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 is used to review administrative units' progress report submissions. RIT administrative units share some common attributes including demonstrating continuous improvement, but we acknowledge each unit's goals and assessment methods are appropriate to their core business functions and customers. The rubric provides a holistic approach to determining continuous improvement for administrative units at RIT. This process is designed to be formative as administrative units will receive feedback on how well the unit demonstrates continuous improvement.