

Inventory of Suggested NonTeaching Unit Assessment Measures

Finance and Administration:

Quantitative Measures:

- ‡ Business plan surplus or deficit
- ‡ Endowment growth/shrinkage
- ‡ Bond Rating
- ‡ Financial Ratios:
 - Operating Margin
 - Operating Margin excluding Gifts
 - Operating Cash Flow Margin
 - Direct Debt Service Coverage
 - Return on Financial Resources
- ‡ Contribution Ratios:
 - Tuition and Auxiliary Income as a % of Revenue
 - Investment Income as a % of Revenue
 - Gifts as a % of Revenue
 - Grants & Contracts as a % of Revenue
 - State Appropriations as a % of Revenue
 - Liquidity Ratio
- ‡ Select Financial Trends:
 - Administrative Costs (Institutional Support Services)
 - General Administrative Costs
 - General Institutional Services Costs
 - Maintenance & Operations Costs
 - Indirect Cost Recovery Ratios

Financial Responsibility Standards:

- ‡ Primary Reserve
- ‡ Equity Ratio
- ‡ Net Income Ratio
- ‡ Composite Score

Admissions:

Quantitative Measures:

- ‡ Number of inquiries, applications, interviews, and confirmations by program
- ‡ Inquiries, applications, interviews, and confirmations vs. enrollment management goals
- ‡ Acceptance rates by program
- ‡ Yield rates by program
- ‡ Student diversity
- ‡ Open House attendance and contribution of marketing efforts
- ‡ Costs related to the admissions process

Qualitative Measures:

- ‡ Applicant satisfaction surveys
- ‡ Admissions Process Satisfaction

- ‡ Usage of online application tracking/status tools
- ‡ Perceived access to and helpfulness of the Admissions staff

Registrar:

Quantitative Measures:

- ‡ Time to issuance of transcripts
- ‡ Time to issuance of grades
- ‡ Time to issuance of academic status letters
- ‡ Time required to complete the registration process
- ‡ Time involved with adding/dropping classes
- ‡ Time required for leave of absence
- ‡ Time required for withdrawal validations
- ‡

Alumni Relations and Development:

Quantitative Measures:

- ‡ Total voluntary support
- ‡ Number of unrestricted dollars raised vs. goals
- ‡ Number of restricted dollars raised vs. goals
- ‡ Number of alumni events and attendees
- ‡ Number of development events and attendees
- ‡ Cost per dollar raised

Qualitative Measures:

- ‡ Alumni and/or donor satisfaction surveys
- ‡ ' R Q R U S D U W L F L S D W L R Q L Q ³ F X O W L Y D W L Q J ' H Y H Q W V
- ‡ Donor participation on development committees
- ‡ Awareness and perceived clarity of development mission statement(s)
- ‡ Student satisfaction with alumni services

Library:

Quantitative Measures:

- ‡ Library budget or expenditures
- ‡ Collection size
- ‡ Collection use
- ‡ Services delivered
- ‡ Staff-to-students ratio

Qualitative Measures:

- ‡ Student satisfaction with the library collection
- ‡ Student satisfaction with the library services
- ‡ Student satisfaction with the library facilities

Research and Sponsored Programs:

Quantitative Measures:

- ‡ Amount of extramural (contracts & grants) funding (and by category: federal, state, city, and private)
- ‡ Amount of internal funding
- ‡ Scores on peer reviewed research grant applications
- ‡ Number of research publications, presentations, posters, program and inter-institutional collaborations
- ‡ Number of students participating in research via formal course registrations
- ‡ Number (proportion) of faculty involved in research and scholarly activity
- ‡ Number of students participating in research via volunteer efforts
- ‡ Number of square feet available for faculty research and related offices
- ‡ Number of regulatory submissions
- ‡ Number of favorable and unfavorable federal compliance reports
- ‡ A-133 audits

Academic Standards & Evaluation:

Quantitative Measures:

- ‡ Number of students served
- ‡ Mean wait time for appointments

Qualitative Measures:

- ‡ Student expectations concerning adequate academic advisement
- ‡

