



Annual Report – Accredited Member

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|--------------------------------|-------------------------------------|
| Institution: | Cazenovia College |
| Academic Business Unit: | Division of Business and Management |
| Academic Year: | 2013-14 |

International Assembly for Collegiate Business Education
11374 Strang Line Road
Lenexa, Kansas 66215
USA

IACBE ANNUAL REPORT
For Academic Year: 2013-14

This annual report should be completed for your academic business unit and submitted to the IACBE by November 1 of each year.

General Information

Institution's Name: Cazenovia College

Institution's Address: 22 Sullivan Street

City and State or Country: Cazenovia, New York Zip or Postal Code 13035

Name of Submitter: Joseph Adamo

Title: Professor

Your Email Address: Jadamo@cazenovia.edu

Telephone (with country code if outside of the United States): 315 655 7233

Type of Institution: _____ Public Private Nonprofit _____ Private For-Profit _____

Date of Submission: October 25, 2014

Total Headcount Enrollment of the Institution for 2013-14: 1077

Administrative Information

1. Provide the following information pertaining to the current president/chief executive officer of your institution:

Name: Mark J Tierno, DA

Title: President

Highest Earned Degree: DA Email: mtierno@cazenovia.edu

Telephone (with country code if outside of the United States): 315 655 7116 Fax (with country code if outside of the United States): _____

_____ Check here if this represents a change from the previous year.

2. Provide the following information pertaining to the current chief academic officer of your institution:

Name: Sharon Dettmer

Title: Vice President and Dean Academic Affairs

Highest Earned Degree: PhD Email: sdettmer@cazenovia.edu

Telephone (with country code if outside of the United States): 315 655 7117 Fax (with country code if outside of the United States): _____

_____ Check here if this represents a change from the previous year.

3. Provide the following information pertaining to the current head of your academic business unit:

Name: Karin Bump

Title: Chairperson

Highest Earned Degree: PhD Email: kbump@cazenovia.edu

Telephone (with country code if outside of the United States): 315 655 7186 Fax (with country code if outside of the United States): _____

_____ Check here if this represents a change from the previous year.

4. Provide the following information pertaining to your current primary representative to the IACBE, i.e., the person who is your primary contact for the IACBE and who votes on behalf of the academic business unit on IACBE matters (if not the same as the head of the academic business unit):

Name: Joseph Adamo

Title: Professor

Highest Earned Degree: PhD Email: jadamo@cazenovia.edu

Telephone (with country code if outside of the United States): 315 655 7233 Fax (with country code if outside of the United States): _____

_____ Check here if this represents a change from the previous year.

5. Provide the following information pertaining to your current alternate representative to the IACBE:

Name: Kathleen Allen

Title: Associate Professor

Highest Earned Degree: PhD Email: kallen@cazenovia.edu

Telephone (with country code if outside of the United States): 315 655 7124 Fax (with country code if outside of the United States): _____

_____ Check here if this represents a change from the previous year.

Accreditation Information

1. If applicable, when is your next institutional accreditation site visit? 2018 Year
2. When is your next reaffirmation of IACBE accreditation site visit? 2020 Year

3. Provide the website path to the page containing your public notification of accreditation by the IACBE:
- (Note:** Do not provide URL addresses. Beginning with the institution’s home page, describe the link on each page in the path on which someone would click in order to advance to the next page in the path.

For example:

1. Click on “Academics”
2. Click on “School of Business”
3. Click on “IACBE Accreditation”
etc.)

1. Cazenovia College Main page
2. Click on About
3. Click on Institutional Research and Advancement
4. Click on Accreditation
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

4. Provide the website path to the page containing your public disclosure of student learning results:
- (Note:** Do not provide URL addresses. Beginning with the institution’s home page, describe the link on each page in the path on which someone would click in order to advance to the next page in the path.

For example:

1. Click on “Academics”
2. Click on “School of Business”
3. Click on “IACBE Accreditation”
etc.)

1. Cazenovia College Main Web page
2. Click on About
3. Click on Institutional Research and Advancement
4. Click on Accreditation
5. Click on IACBE year-end report
6. _____
7. _____
8. _____
9. _____
10. _____

5. If your accreditation letter from the IACBE Board of Commissioners contained “notes” that identified issues that needed to be addressed, please list the number of the IACBE’s Accreditation Principle for each note in the table below. Indicate whether action has already been taken or that you have made plans to do so. (Insert additional rows as necessary.)

| Commissioners’ Notes | Action Already Taken | Action Planned |
|--|---|---|
| Principle 1.1 Outcomes Assessment | New plan developed and submitted to IACBE on October 1, 2014. | |
| Principle 7.6 External Accountability | New web path | |
| Principle 3.2 Common Professional Component | CPC revised | |
| Principles 4.1 Faculty Qualifications | Department policy changed | Only candidates with appropriate terminal degrees will be considered for employment |
| Principle 8.1 International Business Education | International business themes are integrated into other management courses. | |

Programmatic Information

1. For each of your IACBE-accredited business programs, provide the total headcount enrollment and the number of degrees conferred in the program (including each major, concentration, specialization, emphasis, option, or track) for 2013-14 (insert rows in the table as needed):

| Program | Enrollment 2013-14 | Number of Degrees Conferred 2013-14 |
|---|-----------------------|---|
| Bachelor of Science | 4 | 1 |
| Bachelor of Professional Study- Concentration in Accounting | 23 | 3 |
| Bachelor of Professional Study- Concentration in Management | 73 | 9 |
| Bachelor of Professional Study- Specialization in Equine | 75 | 14 |
| Bachelor of Professional Study- Specialization in Health Care | 5 | 0 |
| Bachelor of Professional Study- Specialization in Fashion Merchandise | 49 | 6 |
| Bachelor of Professional Study- Specialization in Sport Management | 68 | 6 |
| | | |
| | | |
| Totals for All Programs Combined (In the totals, please do not double-count students who pursued multiple programs during the reporting year, e.g., students who double-majored in both accounting and finance.) | 297 | 39 |

2. Do you offer any of your IACBE-accredited business programs outside of your home country?

No.

Yes. If yes, please identify the programs and countries in the table below. In addition, if the programs are delivered in partnership with other institutions, please identify those institutions as well. (Insert rows in the table as needed.)

| Program | Country or Countries | Partner Institution(s) |
|---------|----------------------|------------------------|
| | | |
| | | |
| | | |

3. Did you terminate any IACBE-accredited business programs during the reporting year?

No.

Yes. If yes, please identify the terminated programs in the table below and provide a brief description of your

____ termination plan (e.g., plan for teaching-out the program, when last graduates are expected, etc.). (Insert rows in the table as needed.)

| Terminated Programs | Termination Plan |
|---------------------|------------------|
| | |
| | |
| | |

4. Were changes made in any of your IACBE-accredited business programs during the reporting year? **(Note: You do not have to identify course-level changes, e.g., changes in course names, course coding, course numbering, course content, etc.; identify only program-level changes, e.g., changes in program names, program curricula, etc.)**

No.

____ Yes. If yes, please identify the changes on a separate page at the end of this report.

5. Were any new business programs (including new majors, concentrations, specializations, emphases, options, and/or tracks) established during the reporting year?

No.

____ Yes. If yes, please identify the new programs and the locations at which they are offered in the table below. (Insert rows in the table as needed.) Please also describe the curricular requirements for the programs on a separate page at the end of this report, and answer item 6 below.

| New Programs | Locations |
|--------------|-----------|
| | |
| | |
| | |

Note: Any new programs (including new majors, concentrations, specializations, emphases, options, and/or tracks) cannot be listed, identified, or advertised as being accredited by the IACBE until they have undergone an accreditation review and have been granted accreditation by the Board of Commissioners.

6. If applicable, was approval of your institutional accrediting body required for any of the new programs identified in item 5 above?

No.

____ Yes. If yes, please attach a copy of the material that you sent to your institutional accrediting body.

7. Did you establish any new locations/instructional sites during the reporting year?

No.

____ Yes. If yes, please identify the new locations/instructional sites and the IACBE-accredited programs offered at those locations/sites in the table below. Please also indicate whether you anticipate that any of the locations/sites will

_____ account for 25% or more of the total student credit hours (or contact hours as applicable) in business. (Insert rows in the table as needed.)

| New Locations/Instructional Sites | Programs Offered | 25% or More of Total SCH? |
|-----------------------------------|------------------|---------------------------|
| | | |
| | | |
| | | |

8. If applicable, was approval of your institutional accrediting body required for any of the new locations/instructional sites identified in item 7 above?

NA No.

_____ Yes. If yes, please attach a copy of the material that you sent to your institutional accrediting body.

Outcomes Assessment

1. Do you offer any majors, concentrations, specializations, emphases, options, or tracks as part of your business programs?

Yes. If yes, proceed to item 2 below.

No. If no, proceed to item 4 below.

2. Do your majors, concentrations, specializations, emphases, options, or tracks appear on students' transcripts, diplomas, diploma supplements, or other official records of program completion?

Yes. If yes, proceed to item 3 below.

No. If no, proceed to item 4 below.

3. Does your current outcomes assessment plan include student learning assessment information for all majors, concentrations, specializations, emphases, options, and tracks contained within your business programs?

Yes. If yes, proceed to item 4 below.

No. If no, please submit a revised outcomes assessment plan with your annual report that addresses student learning assessment for all majors, concentrations, specializations, emphases, options, and tracks comprising any portion of your business programs. Information about this requirement can be found on the IACBE website at the following address: www.iacbe.org/oa-key-areas.asp.

4. Is the outcomes assessment plan that you submitted to the IACBE still current or have you made changes?

The outcomes assessment plan that we have previously submitted is still current.

Changes have been made and the revised plan is attached.

We have made changes and the revised plan will be sent to the IACBE by: October 1 2014

5. Complete the Outcomes Assessment Results form below and include it with this annual report to the IACBE. **Note:** Section II of the form (Operational Assessment) needs to be completed only if you received first-time accreditation or reaffirmation of accreditation after January 1, 2011.

An example of a completed form can be found in a separate document that is available for download on the IACBE's website at: www.iacbe.org/accreditation-documents.asp.

Section I (Student Learning Assessment) of the Outcomes Assessment Results form must be completed for each business program that is accredited by the IACBE (i.e., a separate table must be provided for each program).

Add tables, and insert or delete rows in the tables as needed in order to accommodate the number of your (i) business programs, (ii) majors, concentrations, specializations, emphases, options, or tracks in the programs, (iii) intended student learning outcomes, and (iv) intended operational outcomes. In the sections of the assessment results tables entitled "Summary of Achievement of Intended Student Learning Outcomes" and "Summary of Achievement of Intended Operational

Outcomes,” **do not add or delete columns**. Space is provided in these sections for four direct measures of student learning, four indirect measures of student learning, and eight operational assessment measures/methods. If you are employing fewer than this number of assessment instruments, simply leave cells in the unused columns blank. If you are employing more than this number of instruments, you will need to create additional summary-of-achievement tables to report your assessment information.

Delete rows in the assessment results tables that do not apply to your academic business unit (e.g., if the business unit does not offer any majors, concentrations, specializations, emphases, options, or tracks in its programs, then delete those rows in the tables).

In the sections of the assessment results tables entitled “Summary of Achievement of Intended Student Learning Outcomes” and “Summary of Achievement of Intended Operational Outcomes,” enter “Met” in a given cell of the table if the performance target for the instrument in that column was achieved for the intended outcome in that row; “Not Met” if the performance target for the instrument in that column was not achieved for the intended outcome in that row; or “N/A” (Not Assessed) if the instrument in that column does not measure the intended outcome in that row.

Student learning performance targets/criteria are the measurable objectives associated with the assessment instruments and rubrics used by the academic business unit in determining whether the intended student learning outcomes have been achieved. For example, if the academic business unit is using a comprehensive project in a capstone course as a direct measure of student learning, then a performance target might be that, on the project evaluation rubric, at least 80% of the students will be rated at the highest level (e.g., proficient, exemplary, etc.) on each learning-outcome-related project evaluation criterion.

Operational performance targets/criteria are the measurable objectives associated with the assessment instruments used by the academic business unit in determining whether the intended operational outcomes have been achieved. For example, if the academic business unit has identified an operational outcome pertaining to faculty teaching and is using a senior exit survey as a measure of this outcome, then a performance target might be that 90% of the students will be either “satisfied” or “highly satisfied” with various aspects of faculty teaching as identified by relevant items in the survey form.

Your student learning assessment results tables need to include two or more direct measures of student learning and two or more indirect measures of student learning for each IACBE-accredited program. These measures must be used at the program level.

At the bottom of each assessment results table, space is provided to identify changes and improvements that you plan to make as a result of your assessment activity.

Italicized entries in the form represent areas where the academic business unit should insert its own assessment information.

Other Issues

Briefly comment on other issues pertaining to your academic business unit that you would like to share with the IACBE.

Outcomes Assessment Results

For Academic Year: 2013-14

Section I: Student Learning Assessment

| <i>Name of Academic Business Unit</i> | |
|--|---|
| Student Learning Assessment for <i>Program 1</i> | |
| General Program Intended Student Learning Outcomes (General Program ISLOs) | |
| 1. <i>Program Learning Outcome 1</i> | |
| 2. <i>Program Learning Outcome 2</i> | |
| 3. <i>Program Learning Outcome 3</i> | |
| 4. <i>Program Learning Outcome 4</i> | |
| 5. <i>Program Learning Outcome 5</i> | |
| Intended Student Learning Outcomes: Major, Concentration, Specialization, Emphasis, Option, or Track in Area 1 ISLOs | |
| 1. <i>Intended Learning Outcome 1</i> | |
| 2. <i>Intended Learning Outcome 2</i> | |
| 3. <i>Intended Learning Outcome 3</i> | |
| Intended Student Learning Outcomes: Major, Concentration, Specialization, Emphasis, Option, or Track in Area 2 ISLOs | |
| 1. <i>Intended Learning Outcome 1</i> | |
| 2. <i>Intended Learning Outcome 2</i> | |
| 3. <i>Intended Learning Outcome 3</i> | |
| Assessment Instruments for Intended Student Learning Outcomes— Direct Measures of Student Learning: | Performance Objectives (Targets/Criteria) for Direct Measures: |
| 1. <i>Direct Measure 1</i> General Program ISLOs Assessed by this Measure: <i>Outcomes List</i> <i>Major, Concentration, Specialization, Emphasis, Option, Track ISLOs</i> Assessed by this Measure: <i>Outcomes List</i> | <i>Objective (Target/Criterion) for Direct Measure 1</i> |

| | |
|---|--|
| <p>2. <i>Direct Measure 2</i></p> <p>General Program ISLOs Assessed by this Measure: <i>Outcomes List Major, Concentration, Specialization, Emphasis, Option, Track ISLOs Assessed by this Measure: Outcomes List</i></p> | <p><i>Objective (Target/Criterion) for Direct Measure 2</i></p> |
| <p>3. <i>Direct Measure 3</i></p> <p>General Program ISLOs Assessed by this Measure: <i>Outcomes List Major, Concentration, Specialization, Emphasis, Option, Track ISLOs Assessed by this Measure: Outcomes List</i></p> | <p><i>Objective (Target/Criterion) for Direct Measure 3</i></p> |
| <p>4. <i>Direct Measure 4</i></p> <p>General Program ISLOs Assessed by this Measure: <i>Outcomes List Major, Concentration, Specialization, Emphasis, Option, Track ISLOs Assessed by this Measure: Outcomes List</i></p> | <p><i>Objective (Target/Criterion) for Direct Measure 4</i></p> |
| <p>Assessment Instruments for Intended Student Learning Outcomes— Indirect Measures of Student Learning:</p> | <p>Performance Objectives (Targets/Criteria) for Indirect Measures:</p> |
| <p>1. <i>Indirect Measure 1</i></p> <p>General Program ISLOs Assessed by this Measure: <i>Outcomes List Major, Concentration, Specialization, Emphasis, Option, Track ISLOs Assessed by this Measure: Outcomes List</i></p> | <p><i>Objective (Target/Criterion) for Indirect Measure 1</i></p> |
| <p>2. <i>Indirect Measure 2</i></p> <p>General Program ISLOs Assessed by this Measure: <i>Outcomes List Major, Concentration, Specialization, Emphasis, Option, Track ISLOs Assessed by this Measure: Outcomes List</i></p> | <p><i>Objective (Target/Criterion) for Indirect Measure 2</i></p> |
| <p>3. <i>Indirect Measure 3</i></p> <p>General Program ISLOs Assessed by this Measure: <i>Outcomes List Major, Concentration, Specialization, Emphasis, Option, Track ISLOs Assessed by this Measure: Outcomes List</i></p> | <p><i>Objective (Target/Criterion) for Indirect Measure 3</i></p> |
| <p>4. <i>Indirect Measure 4</i></p> <p>General Program ISLOs Assessed by this Measure: <i>Outcomes List Major, Concentration, Specialization, Emphasis, Option, Track ISLOs Assessed by this Measure: Outcomes List</i></p> | <p><i>Objective (Target/Criterion) for Indirect Measure 4</i></p> |

Assessment Results: Program 1 with a Major, Concentration, Specialization, Emphasis, Option, or Track in Area 1

Summary of Results from Implementing Direct Measures of Student Learning:

1. *Summary of Results for Direct Measure 1*
2. *Summary of Results for Direct Measure 2*
3. *Summary of Results for Direct Measure 3*
4. *Summary of Results for Direct Measure 4*

Summary of Results from Implementing Indirect Measures of Student Learning:

1. *Summary of Results for Indirect Measure 1*
2. *Summary of Results for Indirect Measure 2*
3. *Summary of Results for Indirect Measure 3*
4. *Summary of Results for Indirect Measure 4*

Summary of Achievement of Intended Student Learning Outcomes:

| Intended Student Learning Outcomes | Learning Assessment Measures | | | | | | | |
|--|------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| General Program ISLOs | <i>Direct Measure 1</i> | <i>Direct Measure 2</i> | <i>Direct Measure 3</i> | <i>Direct Measure 4</i> | <i>Indirect Measure 1</i> | <i>Indirect Measure 2</i> | <i>Indirect Measure 3</i> | <i>Indirect Measure 4</i> |
| | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... |
| 1. <i>Program Learning Outcome 1</i> | | | | | | | | |
| 2. <i>Program Learning Outcome 2</i> | | | | | | | | |
| 3. <i>Program Learning Outcome 3</i> | | | | | | | | |
| 4. <i>Program Learning Outcome 4</i> | | | | | | | | |
| 5. <i>Program Learning Outcome 5</i> | | | | | | | | |
| Intended Student Learning Outcomes: <i>Major, Concentration, Specialization, Emphasis, Option, or Track in Area 1</i> | <i>Direct Measure 1</i> | <i>Direct Measure 2</i> | <i>Direct Measure 3</i> | <i>Direct Measure 4</i> | <i>Indirect Measure 1</i> | <i>Indirect Measure 2</i> | <i>Indirect Measure 3</i> | <i>Indirect Measure 4</i> |
| | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... |
| 1. <i>Intended Learning Outcome 1</i> | | | | | | | | |
| 2. <i>Intended Learning Outcome 2</i> | | | | | | | | |

| | | | | | | | | |
|---|---------------------------|-------------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| 3. <i>Intended Learning Outcome 3</i> | | | | | | | | |
| Assessment Results: Program 1 with a Major, Concentration, Specialization, Emphasis, Option, or Track in Area 2 | | | | | | | | |
| Summary of Results from Implementing Direct Measures of Student Learning: | | | | | | | | |
| 1. <i>Summary of Results for Direct Measure 1</i> | | | | | | | | |
| 2. <i>Summary of Results for Direct Measure 2</i> | | | | | | | | |
| 3. <i>Summary of Results for Direct Measure 3</i> | | | | | | | | |
| 4. <i>Summary of Results for Direct Measure 4</i> | | | | | | | | |
| Summary of Results from Implementing Indirect Measures of Student Learning: | | | | | | | | |
| 1. <i>Summary of Results for Indirect Measure 1</i> | | | | | | | | |
| 2. <i>Summary of Results for Indirect Measure 2</i> | | | | | | | | |
| 3. <i>Summary of Results for Indirect Measure 3</i> | | | | | | | | |
| 4. <i>Summary of Results for Indirect Measure 4</i> | | | | | | | | |
| Summary of Achievement of Intended Student Learning Outcomes: | | | | | | | | |
| Intended Student Learning Outcomes | | Learning Assessment Measures | | | | | | |
| General Program ISLOs | <i>Direct Measure 1</i> | <i>Direct Measure 2</i> | <i>Direct Measure 3</i> | <i>Direct Measure 4</i> | <i>Indirect Measure 1</i> | <i>Indirect Measure 2</i> | <i>Indirect Measure 3</i> | <i>Indirect Measure 4</i> |
| | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... |
| 1. <i>Program Learning Outcome 1</i> | | | | | | | | |
| 2. <i>Program Learning Outcome 2</i> | | | | | | | | |
| 3. <i>Program Learning Outcome 3</i> | | | | | | | | |
| 4. <i>Program Learning Outcome 4</i> | | | | | | | | |
| 5. <i>Program Learning Outcome 5</i> | | | | | | | | |
| Intended Student Learning Outcomes: Major, Concentration, Specialization, Emphasis, Option, or Track in Area 2 | <i>Direct Measure 1</i> | <i>Direct Measure 2</i> | <i>Direct Measure 3</i> | <i>Direct Measure 4</i> | <i>Indirect Measure 1</i> | <i>Indirect Measure 2</i> | <i>Indirect Measure 3</i> | <i>Indirect Measure 4</i> |
| | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... |
| 1. <i>Intended Learning Outcome 1</i> | | | | | | | | |

| | | | | | | | | |
|--|--|--|--|--|--|--|--|--|
| 2. <i>Intended Learning Outcome 2</i> | | | | | | | | |
| 3. <i>Intended Learning Outcome 3</i> | | | | | | | | |
| Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met: | | | | | | | | |
| 1. <i>Course of Action 1</i> | | | | | | | | |
| 2. <i>Course of Action 2</i> | | | | | | | | |
| 3. <i>Course of Action 3</i> | | | | | | | | |
| 4. <i>Course of Action 4</i> | | | | | | | | |

Section II: Operational Assessment (Note: Complete this section only if you received first-time accreditation or reaffirmation of accreditation after January 1, 2011.)

| <i>Name of Academic Business Unit</i> | |
|--|---|
| Operational Assessment | |
| Intended Operational Outcomes: | |
| 1. <i>Intended Operational Outcome 1</i> | |
| 2. <i>Intended Operational Outcome 2</i> | |
| 3. <i>Intended Operational Outcome 3</i> | |
| 4. <i>Intended Operational Outcome 4</i> | |
| 5. <i>Intended Operational Outcome 5</i> | |
| 6. <i>Intended Operational Outcome 6</i> | |
| 7. <i>Intended Operational Outcome 7</i> | |
| 8. <i>Intended Operational Outcome 8</i> | |
| Assessment Measures/Methods for Intended Operational Outcomes: | Performance Objectives (Targets/Criteria) for Operational Assessment Measures/Methods: |
| 1. <i>Operational Assessment Measure/Method 1</i> Intended Operational Outcomes Assessed by this Measure: <i>Outcomes List</i> | <i>Objective (Target/Criterion) for Measure/Method 1</i> |
| 2. <i>Operational Assessment Measure/Method 2</i> Intended Operational Outcomes Assessed by this Measure: <i>Outcomes List</i> | <i>Objective (Target/Criterion) for Measure/Method 2</i> |
| 3. <i>Operational Assessment Measure/Method 3</i> Intended Operational Outcomes Assessed by this Measure: <i>Outcomes List</i> | <i>Objective (Target/Criterion) for Measure/Method 3</i> |
| 4. <i>Operational Assessment Measure/Method 4</i> Intended Operational Outcomes Assessed by this Measure: <i>Outcomes List</i> | <i>Objective (Target/Criterion) for Measure/Method 4</i> |

| | |
|--|--|
| 5. <i>Operational Assessment Measure/Method 5</i> Intended Operational Outcomes Assessed by this Measure: <i>Outcomes List</i> | <i>Objective (Target/Criterion) for Measure/Method 5</i> |
| 6. <i>Operational Assessment Measure/Method 6</i> Intended Operational Outcomes Assessed by this Measure: <i>Outcomes List</i> | <i>Objective (Target/Criterion) for Measure/Method 6</i> |
| 7. <i>Operational Assessment Measure/Method 7</i> Intended Operational Outcomes Assessed by this Measure: <i>Outcomes List</i> | <i>Objective (Target/Criterion) for Measure/Method 7</i> |
| 8. <i>Operational Assessment Measure/Method 8</i> Intended Operational Outcomes Assessed by this Measure: <i>Outcomes List</i> | <i>Objective (Target/Criterion) for Measure/Method 8</i> |

Summary of Results from Implementing Operational Assessment Measures/Methods:

1. *Summary of Results for Measure/Method 1*
2. *Summary of Results for Measure/Method 2*
3. *Summary of Results for Measure/Method 3*
4. *Summary of Results for Measure/Method 4*
5. *Summary of Results for Measure/Method 5*
6. *Summary of Results for Measure/Method 6*
7. *Summary of Results for Measure/Method 7*
8. *Summary of Results for Measure/Method 8*

Summary of Achievement of Intended Operational Outcomes:

| Intended Operational Outcomes | Operational Assessment Measures/Methods | | | | | | | |
|--|--|--|--|--|--|--|--|--|
| | <i>Operational Assessment Measure/Method 1</i> | <i>Operational Assessment Measure/Method 2</i> | <i>Operational Assessment Measure/Method 3</i> | <i>Operational Assessment Measure/Method 4</i> | <i>Operational Assessment Measure/Method 5</i> | <i>Operational Assessment Measure/Method 6</i> | <i>Operational Assessment Measure/Method 7</i> | <i>Operational Assessment Measure/Method 8</i> |
| | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... | Performance Target Was... |
| 1. <i>Intended Operational Outcome 1</i> | | | | | | | | |

| | | | | | | | | |
|---|--|--|--|--|--|--|--|--|
| 2. <i>Intended Operational Outcome 2</i> | | | | | | | | |
| 3. <i>Intended Operational Outcome 3</i> | | | | | | | | |
| 4. <i>Intended Operational Outcome 4</i> | | | | | | | | |
| 5. <i>Intended Operational Outcome 5</i> | | | | | | | | |
| 6. <i>Intended Operational Outcome 6</i> | | | | | | | | |
| 7. <i>Intended Operational Outcome 7</i> | | | | | | | | |
| 8. <i>Intended Operational Outcome 8</i> | | | | | | | | |
| Proposed Courses of Action for Improvement in Operational Outcomes for which Performance Targets Were Not Met: | | | | | | | | |
| 1. <i>Course of Action 1</i> | | | | | | | | |
| 2. <i>Course of Action 2</i> | | | | | | | | |
| 3. <i>Course of Action 3</i> | | | | | | | | |
| 4. <i>Course of Action 4</i> | | | | | | | | |