Feedback Loop in Service Program Assessment—
Cycle of Continuous Improvement

**Step in feedback loop**

- Identify service outcomes
- Create service delivery map
- Determine assessment methods
- Gather evidence
- Use results to decide action plan

**Service Program Assessment and Planning Report**

**Corresponding report section(s)**

- I. Mission
- II. Goals
- III. Service outcomes
- IV. Service delivery map
- V. Assessment tools
- VI. Summary of findings
- VII. Level of achievement of goals
- VIII. Staff/Clientele/Program information
- IX. Analysis/Interpretation
- X. Action plan

Missouri Valley College  
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