

# SERVICE PROGRAMS

## *Service Program Assessment and Planning Report*

Missouri Valley College

Year: **2009-2010**

Service Program: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Please organize your report by the following topics.

**I. Mission**

State the mission of the program.

**II. Goals**

Describe the goals of the program.

**III. Service outcomes**

State the service outcomes of the program.

**IV. Service delivery map**

Create a service delivery map that links functions/operations to service outcomes.

**V. Assessment tools**

Identify service outcomes assessed and describe assessment methods used.  
*Classify each as a direct or indirect measure.*

**VI. Summary of findings**

Summarize assessment results.

**VII. Level of achievement of goals**

Describe the degree to which service outcomes were met.

**VIII. Staff/Clientele/Program information**

Use Table 1 to provide information on staff.  
Contribute other numerical information (e.g., number of students served per week) deemed relevant for this report.

**IX. Analysis/Interpretation**

Based on findings of the assessment process and staff/clientele/program information, summarize conclusions drawn with respect to program function and success.

**X. Action plan**

Describe any changes made or under consideration to improve the program.  
*Specify action plans and strategies. Include a description of resources needed, if any, to facilitate the success of the program.*