**Service Improvement Efforts:** Describe efforts to improve services that were informed by assessment processes and brought about by intentional changes to the service area. The intent is for these efforts to actually lead to improvement of services as evidenced by comparing assessment data collected prior to the change in the service area to assessment data collected after the change.

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| Academic Year:  | Service Area Director: |
| Name of Service Area: |

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| Provide the **service area outcome** to which this report refers. (If the service area wishes to report on more than one outcome, please use this template to provide a separate report for each outcome.) |
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| Briefly describe the **assessment measures** used to measure this service area outcome along with the criteria/target used for each. |
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| What were the **results of the assessments prior to making any change** to services or processes? Please provide information about the dates for this data collection along with a narrative describing what the results suggest about **particular weaknesses in services provided or deficiencies in processes** based on disaggregated data.  |
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| What **changes to services or processes** were implemented based on these prior results? When were the changes implemented? How are the changes related to the weakness discovered from the previous assessments? Note: changes to the assessment method/targets are NOT considered changes to services or processes.  |
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| What were the **results of the assessments after making the change to services or processes**? Please provide information about the dates for this data collection along with a narrative describing what the results suggest about service/process improvement (did the assessment results show an improvement over previous results?).  |
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