

**American Studies Institute  
HARDING UNIVERSITY**

**Outcomes Assessment Plan  
2009-2010**

<b>Institutional Mission/Goal Reference</b>	<b>Administrative Objectives</b>	<b>Means of Assessment &amp; Criteria for Success</b>
<p>The university benefits its constituencies and community by providing opportunities for lifelong learning.</p> <p><b>Mission Statement:</b> To minister to our customers by delivering a quality service of non-traditional educational programs.</p>	<ol style="list-style-type: none"> <li>1. Provide students opportunities to be exposed to national and international lecturers of note through the American Studies Institute Distinguished Lecture Series.</li> <li>2. Provide students with citizenship training received through the American Studies Institute's National Leadership Forum.</li> </ol>	<ol style="list-style-type: none"> <li>1a. Visually assess attendance to the presentation based upon capacity of the auditorium.</li> <li>1b. Visually assess the percentage of students at the presentation. Attendance criteria will vary and be established for each program depending on projected student popularity.</li> <li>2. 75% of attending students will rate their overall satisfaction training at 8 or higher on a 10-point scale satisfaction survey, with fewer than 10% giving a 5 or lower on any single item of the survey.</li> </ol>