Beyond the Best Intentions
Bringing Rigor and Continuous Improvement to Retention Programming

Assessment specialist oversees annual evaluations with each student success program

1. **Student Outcomes**
   - Determine *measurable* learning outcomes

2. **Assessment Methods**
   - Detail plan for assessing each learning outcome

3. **Program Goals**
   - Outline 4-6 operational goals to guide programming

4. **Cohort Analysis**
   - Compare student outcomes against control groups

5. **Suggested Changes**
   - Propose improvements to address underperformance

6. **Impact on Success**
   - Show contribution to retention, graduation, GPA, and satisfaction

7. **Institutional Alignment**
   - Demonstrate specific effects on institutional priorities

8. **Benchmark Programs**
   - Describe high-performing comparators among peers

Source: EAB interviews and analysis.