Here are Three Tips to help you write the Closing the Loop portion of your ACE form to support meaningful, data-driven decisions:

1) **Track and Document Short- and Long-term Outcomes** -
Each initiative/project follows a logical flow beginning with the team performing some activity that leads to an Output, which in turn leads to a Short-term Outcome and eventually to a Long-term Outcome.

There are at least three suitable metrics for this scenario:
- Percentage of students who are aware of the Payment Plan
- Count of students joining the Payment Plan (ST Outcome)
- Count of students purged due to lack of payment (LT Outcome).

It is to your advantage to track all of these metrics.

**Advantages of Documenting ST and LT Outcomes**
- It documents your team’s efforts even in times of no impact on the Long-term Outcome. Typically, the team has more control over Outputs and Short-term Outcomes than Long-Term Outcomes. Consequently, no impact on the Long-term Outcome may occur, even after a team puts in its fullest effort.
- It provides you with a better understanding of how the initiative may, or may not be impacting a change in the outcomes.

2) **Think Improvement** –
Compare your results from last year, to this year. Although this does not give you a perfect means of determining effectiveness, it does help in thinking how things getting better.

3) **Build on your Success** –
Finally, look to build on the success, or address areas needing improvement based on last year’s results. In the example provided about a Payment Plan, one can increase advertising of the plan to Lone Star applicants who have not enrolled in a class in order to increase student plan enrollment. (This practice may already be in use. This is only an example.)

### ACE Form Entry Examples

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| **First Year Example** - Create a new Student Payment Plan in order to reduce the count and percentage of students purged due to a lack of payment. | 1) Number and percentage of students on Payment Plan  
2) Number and percentage of students purged due to lack of payment | 500 students (0.8%) enrolled in the payment plan for fall 2017. The count and percentage of students purged due to lack of payment increased by 45 students (+1%). | The number of students in the payment plan was not large enough to impact the purge counts (500). However, an analysis revealed that no student in the Payment Plan had been purged. The recommendation for next year is to continue with the Payment Plan, but to advertise it heavily to both students and applicants. |
| **Second Year Example** - Increase the number and percentage of students using the LSC Payment Plan and decrease the number and percentage of students purged due to lack of payment by advertising the Payment Plan to all applicants and students. | 1) Awareness of Payment Plan surveyed in New Student Orientation  
2) Number and percentage of students on Payment Plan  
3) Number and percentage of students purged due to lack of payment | 90% of surveyed students reported being aware of Payment Plan and how to apply.  
5,000 students (8%) enrolled in the payment plan for fall 2018.  
The count and percentage of students purged due to lack of payment decreased by 100 students (-2% of purged students from last year). | Awareness campaign was a success:  
- 90% of students surveyed in NSO reported being aware of the program and knowing how to enroll.  
- 5,000 students in the Payment Program was a tenfold increase over last year.  
- The count of student purged do to lack of payment decreased by 100 students (-2% of purged students from last year).  
The Awareness campaign will now be expanded to include non-returning students imbedded within the call-back campaign. |
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