

6.a.i. Innovation and Service Enhancement

3 = The program has added a significant innovation or enhancement and has collected and analyzed data, if reasonable, to help determine the efficacy of the innovation.

2 = The program has added a significant innovation or enhancement that impacts service to students or clients, but has not collected or analyzed data to help determine the efficacy of the innovation.

1 = The unit does not describe innovations or enhancements to services.