



## Outcomes Assessment in Higher Education Client Endorsements

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"Al and Denise's approach to outcome assessment is phenomenal. They challenge Student Affairs professionals to reconceptualize the work we do by presenting a process of outcomes assessment that connects theory, practice, and the importance of student learning. Their innovative approach makes conducting outcomes assessment manageable, by offering an understandable process that cuts through the technical jargon, creative techniques for assessing programs and services, and opportunities that engage all members of a department. The result at County College of Morris, has been the implementation of comprehensive and functional assessment plans for each of the 11 departments within the Division of Student Development & Enrollment Management as well as just about all of the non-academic departments within the college. They are truly an amazing pair!"

Bette M. Simmons, Ed. D.  
Vice President of Student Development & Enrollment Management  
County College of Morris

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"We began using the assessment model to initiate a comprehensive means of assessment both for the CCC Library Strategic Plan and the Information Literacy Assessment Plan. Al and Denise's work, documentation and follow-up have greatly contributed to clarifying our work."

Patti Schmid  
Head Librarian  
Cumberland County College Library

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"I cannot say enough about the dynamic duo of Al and Denise! We hired them to help us develop assessment plans after seeing their excellent presentation at NASPA a couple of years ago, and we are so glad that we did. Their sensible approach coupled with their down-to-earth presentation style made developing assessment plans simple, and their implementation practical. They took the intimidating topic of assessment and broke it down in a way that engaged even the most skeptical of participants. As a result of their work with us, each unit within the Student Affairs Division has a sound assessment plan in an easy-to-read (and use) format. What a team!"

~Paula P. Adelhoch  
Vice President for Student Affairs  
Hudson County Community College