

1. Record Nr.	UNINA9910156246603321
Autore	Miller Barbara A. <1943->
Titolo	Assessing organizational performance in higher education / / Barbara A. Miller
Pubbl/distr/stampa	San Francisco, California : , : Jossey-Bass : , : Wiley, , 2007 ©2007
ISBN	1-119-30821-6
Descrizione fisica	1 online resource (267 p.)
Collana	Research Methods for the Social Sciences ; ; v.4
Disciplina	378.101
Soggetti	Universities and colleges - United States - Evaluation Universities and colleges - United States - Administration
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Table of Contents; Title; Copyright; TABLES, FIGURES, EXHIBITS, AND WORKSHEETS; FOREWORD; PREFACE; Organization of the Book; Acknowledgments; ABOUT THE AUTHOR; CHAPTER 1: Purpose of Assessment; Assessment User Groups; External Assessment User Groups; Internal Assessment User Groups; Summary; CHAPTER 2: Organizations as Systems; Systems Thinking; Internal System Elements; Summary; CHAPTER 3: Organizations as System; External System Elements; Summary; CHAPTER 4: Assessment Methods and Terminology; Measurement; Evaluation; Data Collection; Dissemination of Assessment Findings; Summary CHAPTER 5: Defining and Measuring Organizational Performance Areas of Organizational Performance; Effectiveness; Productivity; Quality; Customer and Stakeholder Satisfaction; Efficiency; Innovation; Financial Durability; Critical Success Factors; Assessment Users' Preferred Areas of Organizational Performance; Interrelationships in Organizational Performance; Summary; CHAPTER 6: Creating and Maintaining Assessment Programs; Building Assessment Programs; Deploying Assessment Programs; Assessing Assessment Programs; Summary; GLOSSARY; REFERENCES; INDEX; End User License Agreement

