

**Center for Organizational Development  
and Leadership**  
Rutgers, The State University of New Jersey  
**MEASURES MATRIX**

HOW SUCCESS IS DEFINED	WHAT WE WANT TO KNOW	HOW WE MEASURE
<p><b>Program &amp; Service Quality</b></p> <p>The caliber of program and service development and delivery</p>	<p>The quality of our programs and services</p>	<p>Number of formal programs, workshops, projects, delivered/facilitated</p> <p>Number of external benchmarking inquiries</p>
	<p>Effectiveness of ODL's delivery and facilitation of its programs and services</p>	<p>Survey Results: 1-5 rating of ODL's help in supporting the organizational goals of the sponsor/client</p>
	<p>ODL services/results as compared to peer and leader organizations</p>	<p>Documentation of process of comparison, review, or pilot-testing with peers/leaders</p>
<p><b>Beneficiary and Constituent Satisfaction</b></p> <p>How well the needs of beneficiaries and constituents are met</p>	<p>Sponsor/client organization satisfaction with ODL's services</p>	<p>Survey Results: 1-5 rating of ODL's help in recommending an approach that was appropriate for the sponsor/client needs</p> <p>Survey Results: 1-5 rating of ODL's help in providing services that accomplished the goals of the sponsor/client for the interaction</p>
	<p>Participant satisfaction with workshops/programs</p>	<p>Survey Results: 1-5 rating of participant satisfaction with workshops/programs</p>
<p><b>Long-term Impact</b></p> <p>ODL's support and contribution to the sponsors, client organizations, the university, and higher education</p>	<p>Long-term benefits realized by ODL beneficiaries, sponsors and client organizations, and the university</p>	<p>Follow-up Survey Results: 1-5 rating of sponsor/client organization assessment of the impact of ODL programs on client organizations</p>
	<p>ODL's influence within Rutgers and the national and international higher education community</p>	<p>Number of publications/presentations</p> <p>Number and placement of citations/articles referring to ODL and its programs/publications</p> <p>Number and scope of significant collaborations with units inside and outside of Rutgers</p> <p>Number of external inquiries regarding program model</p>
<p><b>Internal Effectiveness</b></p> <p>Attention to the efficacy of leadership, planning, climate, and assessment within ODL</p>	<p>ODL'S internal organizational climate</p>	<p>Annual Organizational Climate Inventory ratings and trends</p>
	<p>ODL'S individual staff performance</p>	<p>Staff assessment ratings and recognition</p>