

MQA Results Scoring Matrix

| Expected Result Element | Result | Length of Time for Which result Reported | Trend (positive/flat/negative) | Level (high/medium/low) | Benchmark or Comparison (Yes/No) | Performance to Comparison (better/equal/less than) | Comparison Gap (closing/flat/opening) | Comparison Comment (Local Market, Industry, Nat'l & Avg, Best) |
|--|---------------|---|---------------------------------------|--------------------------------|---|---|--|---|
| 7.1 Product/HealthCare /Student Learning Outcomes | | | | | | | | |
| 7.2 Customer-Focused Outcomes | | | | | | | | |
| 7.3 Financial and Market (including Budgetary for Education) Outcomes | | | | | | | | |
| 7.4 Workforce-Focused Outcomes | | | | | | | | |
| 7.5 Process Effectiveness Outcomes | | | | | | | | |
| 7.6 Leadership Outcomes | | | | | | | | |

The notes identify the normal sources of Expected Results Elements. However, they can be identified anywhere in the application. Additionally, these are the minimum set of Expected Result Elements. The Examiner should also use their expertise to identify other elements which are normal to the industry and type of business.