

Descriptors

| Appropriateness | Completeness | Consistency | Quality | Timeliness |
|-------------------|---------------|-------------|--------------|------------|
| Appropriately | Accurate | Consistent | Acceptable | Concise |
| Increase/Decrease | Complete | Constant | Adequate | Efficient |
| Meaningful | Comprehensive | Continually | Clearly | Prompt |
| Necessary | Fully | Reliable | Competent | Timely |
| Needed | Integrated | Seamlessly | Correctly | Updated |
| Reduce/Expand | Systematic | Uniform | Effective | |
| Relevant | Thorough | | Excellent | |
| Required | | | Quality | |
| Specific | | | Satisfactory | |
| Targeted | | | Sufficient | |
| Useful | | | | |

Assessment Measures

| Direct Measures | Indirect Measures |
|--|---------------------------------------|
| Activity Accuracy, Activity Volume, Benchmarks | Focus Groups |
| Industry Standards, Log Data, Pre-test/Post-test | Qualitative Data |
| Rates, Ratios, Quality Assurance, Transactions | Surveys (i.e. opinions, satisfaction) |