

Worksheet for Identifying Outcomes for Academic & Student Support Services

This worksheet is designed to help you think about potential outcomes for you to include in your assessment report. You can utilize your responses to the questions to inform the outcomes your unit would like to achieve.

Identify and list all appropriate department goals. You can refer to catalog descriptions, review reports, or mission statements.

Describe the most important services your unit provides.

Identify key functions or services within your unit that contribute to supporting the university's mission and/or strategic plan.

For each of these, ask how the university:

- A. Operates more efficiently as a result of your service
- B. Can support students because of your service
- C. Benefits from utilizing your service

In what ways should your unit make a difference in successful outcomes for students, other clients, or administrative units?

What are some results you do not want to happen?

Outcome = Verb + Object + Subject + Modifiers

Generate (verb) student engagement (object) with our office's services (subject) by hosting an event during the annual Week of Welcome (modifiers).