

Administrative Learning Outcomes – Outcome Statement Workshop

What is an Administrative Unit Outcome statement?

A statement that identifies what your clients should be able to do, state or know as a result of the services provided in your area.

How is an outcome different from an objective or goal?

While it is important to identify goals and objectives and determine the satisfaction of people who use your services, outcomes demonstrate a change in knowledge, skills, attitudes or behaviors of the people you serve.

How will you know you are achieving your stated outcome?

Through assessment tools such as surveys, questionnaires, interviews, quizzes, document review, etc.

What is the AUO Cycle?

1. Identify outcome statement(s)
2. Identify assessment method(s)
3. Share results with campus community
4. Seek feedback from campus constituents
5. Reflect on assessment results
6. Develop action plan for next cycle

What are some examples of AUOs and assessments?

Outcome Statement (District Purchasing)

Customers will understand how to correctly enter, complete, and approve requisitions in Banner.

Assessment Method:

District Purchasing sent a survey to Banner users in September 2011.

Example Question: If you have an existing Open Purchase Order and you need to increase the amount of the Open Purchase Order, what should you do?

1. Send an email to District Accounts Payable.
2. Call Purchasing Services and verbally ask them to increase the Open Purchase Order amount.
3. **Create a requisition in Banner for the additional amount and reference the Open Purchase Order # in document text.**
4. Create a requisition in Banner for the original Open Purchase Order amount plus the desired increase.

Result:

13/15 or 87% of respondents identified the correct process. They felt that this outcome was being achieved.

Outcome Statement (Institutional Research and Planning)

After working with Institutional Research staff on projects requiring at least two hours of discussion, FHDA faculty and staff will be able to interpret and draw correct conclusions from a cross tabulation of descriptive statistics such as course success rates by ethnicity.

Assessment Method:

A survey was administered to all data users by emailing a link to an assessment survey. Survey administration occurred in summer 2012. The results were discussed at a department meeting for improvement purposes.

Results:

Modified AUO statement; discussed data presentation formats; considered additional educational opportunities regarding data analysis.

AUO Workshop

Write your own AUO statements here

1. _____

2. _____

3. _____

Assessment Tool

1. _____

Outcomes Assessment Timeline:

1. Develop outcome statements by (MM/YY): _____
2. Develop assessment tool by (MM/YY): _____
3. Implement assessment tool by (MM/YY): _____
4. Share results with campus community by (MM/YY): _____
5. Seek feedback from campus constituents by (MM/YY): _____
6. Reflect on assessment results by (MM/YY): _____
7. Develop action plan for next cycle by (MM/YY): _____
8. Enter AUOs, assessment tool, and outcomes of assessment cycle into TracDat by (MM/YY): _____