

WRITING STUDENT LEARNING OUTCOMES

How to Write a Service Unit Outcome

In one sentence, describe what a client will experience, receive, understand, or find satisfactory as a result of a given service. Make sure that the SUO represents a fundamental function of your department and aligns with your department goals and/or mission statement. SUOs are central to unit/office/department's critical activities such as providing a service, improving a service or decreasing/increasing the likelihood of an event. What does the client experience through interaction with your unit? How do you know when your unit is both efficient and effective? Please note that service units will be expected to create and assess the program level SUOs only.

Some concepts to consider include the following:

- Level or volume of activity
- Efficiency (cost savings measures, turnaround time, improving a process)
- Compliance with external standards or regulations
- Student satisfaction
- Student outcomes

Sample objective statements could begin with the following:

- The students will be able to demonstrate self advocacy skills
- Students will be able to identify course needs....
- Students will be able to successfully complete the admissions application....
- Students will be able to identify the (center) as a place to....

It is important to think about the following when developing you SLO or SUO:

- Does it align with department goals?
- Does it state that the unit will provide, improve, increase, and decrease *or* that the clients will understand, be satisfied with, receive...?
- Is it measurable or observable?
- Is it central to the unit/office/department?

Hints:

- Make sure the objective can be tested or assessed.
- Have a manageable number of objectives. Maybe a department could develop 2-4 objectives. Try to pare down the objectives to those that truly reflect the major skills or knowledge that students will take away from the service(s) provided.
- When developing your objectives, keep in mind what kind of student behavior will help you determine if the expectations have been met.
- Define any terms that individuals outside of the service department would not be able to readily understand.
- When starting out, try not to get in over your head with the number or difficulty of the statements. Keep your statements simple and assess one thing at a time.