

Sample Outcomes by Area

Examples of measurable outcomes for academic departments, support services, and administrative offices

These examples show what clear, measurable outcomes can look like. They're illustrations, not outcomes from any Berea program. Use them as models for the form of a good outcome, then write your own to fit your program.

How many outcomes? Berea's process asks for **four to six** SLOs for each academic major, **four to eight** objectives for each academic and student support program, and **four to six** outcomes for each administrative office.

Academic departments: student learning outcomes (SLOs)

SLOs describe what graduates of the major can do. They're broad enough to span the curriculum but specific enough to assess.

- Students will **analyze** primary sources to construct an evidence-based historical argument.
- Students will **design and carry out** an experiment, then **interpret** the results using appropriate statistical methods.
- Students will **communicate** technical findings clearly to both specialist and general audiences in writing and speech.
- Students will **evaluate** ethical issues in professional practice using an established ethical framework.
- Students will **create** an original body of work that shows command of the medium and a coherent artistic voice.

Academic and student support services

Support programs may write **learning outcomes** (what students gain from a service) and **program outcomes** (how well the service runs). Many have both.

Learning outcomes

- Students who complete career advising will **produce** a résumé that meets the office's quality standard.
- Students who attend the research workshop series will **locate and evaluate** scholarly sources for a course assignment.
- Peer tutors will **demonstrate** the tutoring strategies covered in training during observed sessions.

Program outcomes

- The center will **increase** the share of first-year students who use its services at least once.
- Students who use the service will **report** that it helped them meet a stated goal.
- The office will **respond** to appointment requests within two business days.

Administrative offices

Administrative outcomes describe the results of an office's work: service quality, efficiency, accuracy, or compliance.

- The office will **process** routine requests within five business days.
- Campus users will **rate** the office's service as satisfactory or better.
- The office will **reduce** data-entry errors in its primary system.
- The office will **complete** required reports by their external deadlines.

From weak to strong

Weak	Why it's weak	Stronger
Students will learn about leadership.	"Learn about" can't be observed.	Students will develop a personal leadership plan that applies at least two leadership models.
Provide excellent customer service.	No measure of "excellent"; it's a goal, not an outcome.	Users will rate their service experience as satisfactory or better.
Students will master the major.	Too broad to assess.	Split it into four to six specific skills or competencies.
Students will write and present research and use technology.	Three outcomes packed into one.	Write a separate outcome for each skill.

The **target** (for example, "80% of students will...") usually belongs in your assessment plan rather than in the outcome itself. See the handout on setting targets and benchmarks.

Created in collaboration with Claude AI.