Creating Unit-level Outcomes
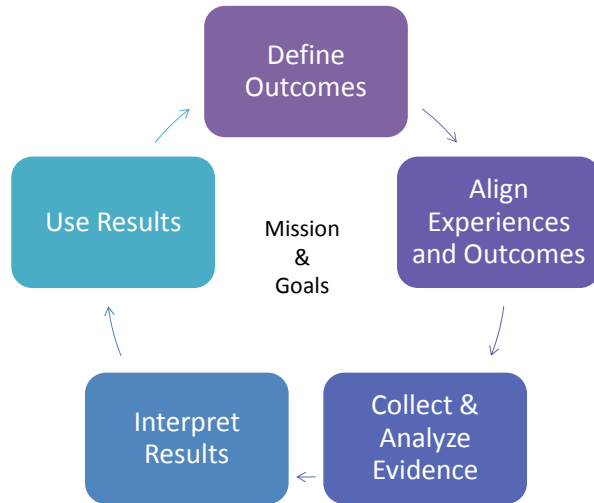
Student Affairs Assessment
February 2, 2015
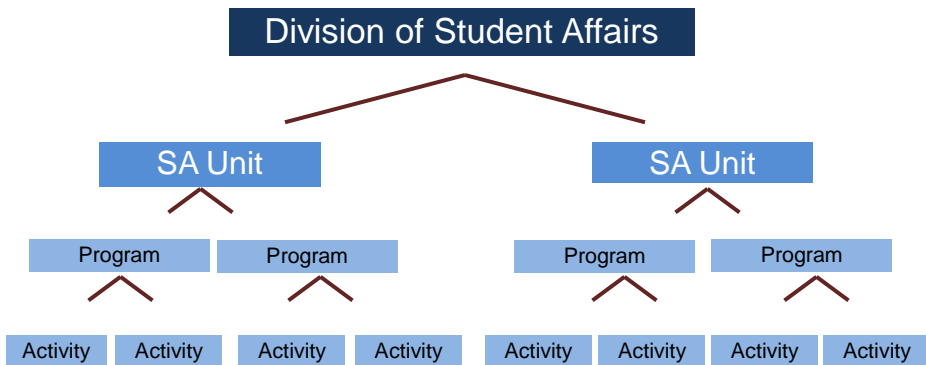
Reflect on your unit…
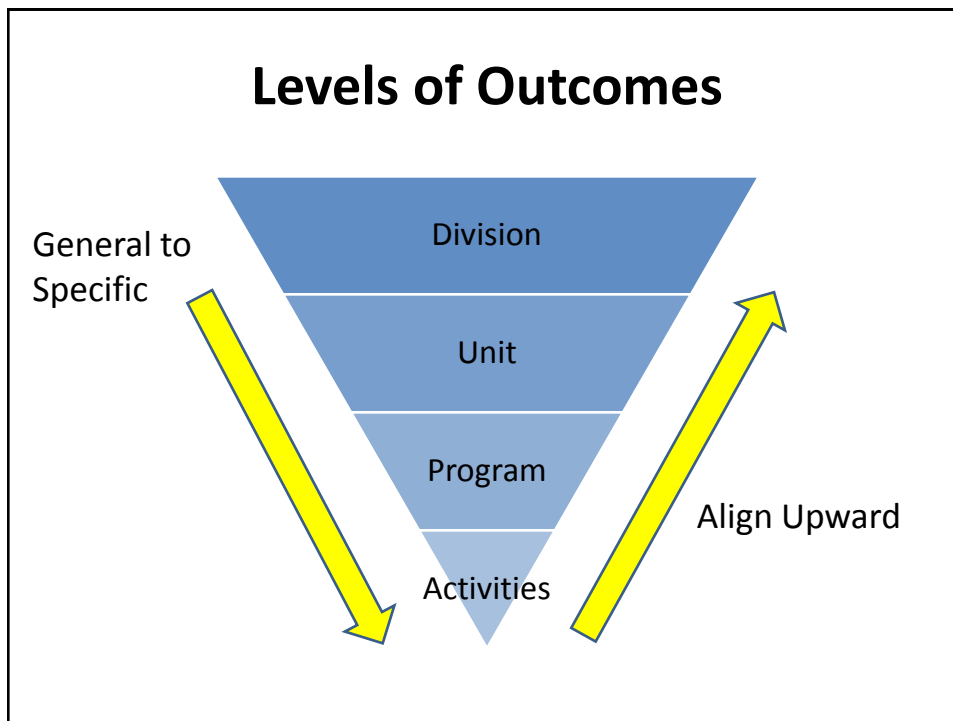
- What does success look like for your unit?
- How do you know if your unit is successful?

What is assessment?

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                    ┌──────────────┐
                    │   Define     │
                    │   Outcomes   │
                    └──────────────┘
        ┌──────────────┐      ┌──────────────┐
        │              │      │    Align     │
        │  Use Results │      │ Experiences  │
        │              │      │ and Outcomes │
        └──────────────┘      └──────────────┘
                  Mission
                    &
                  Goals
        ┌──────────────┐      ┌──────────────┐
        │   Interpret  │      │  Collect &   │
        │   Results    │      │   Analyze    │
        │              │      │   Evidence   │
        └──────────────┘      └──────────────┘
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Levels of Assessment

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              ┌───────────────────────────────┐
              │   Division of Student Affairs  │
              └───────────────────────────────┘
         ┌────────────┐               ┌────────────┐
         │  SA Unit   │               │  SA Unit   │
         └────────────┘               └────────────┘
     ┌─────────┐ ┌─────────┐      ┌─────────┐ ┌─────────┐
     │ Program │ │ Program │      │ Program │ │ Program │
     └─────────┘ └─────────┘      └─────────┘ └─────────┘
 ┌────────┐┌────────┐┌────────┐┌────────┐┌────────┐┌────────┐┌────────┐┌────────┐
 │Activity││Activity││Activity││Activity││Activity││Activity││Activity││Activity│
 └────────┘└────────┘└────────┘└────────┘└────────┘└────────┘└────────┘└────────┘
```

Levels of Outcomes

General to Specific

Division

Unit

Program

Activities

Align Upward

Example: Associated Students

- **Division** - Advance a Plan for Personal, Academic, and Professional Success – Acquire time management skills (SALO 3)

- **Unit – Associated Students**: Student will develop time management skills

- **Program – Raising the Bar:** As a result of participating in Raising the Bar, student will demonstrate increased punctuality.

- **Activity – Raising the Bar Time Management Workshops**: As a result of participating in the Time Management Workshops, students will demonstrate increased punctuality (arriving prepared and on-time for commitments) as measured by the AS observation rubric.

Types of Outcomes

- **Process/Delivery (P/DO)** – Articulates what a unit should do, achieve or accomplish for its own improvement.
  - Student inquiries are responded to within 2 working days.
  - 80% of students will participate in student organizations during their careers at UCSD.

Types of Outcomes

- **Learning Outcome (LO)** – Articulates what students should *know*, *do*, or *value* as a result of involvement with a unit.
  - As a result of participating in a student organization, students will cooperate in group activities.
  - As a results of participating in Center for Student Involvement, students will be able to articulate their core leadership values.

Your Turn

- What should your unit do, achieve, or accomplish in order to improve?

- What should students know, do, or value through the multiple programs and services your unit offers?

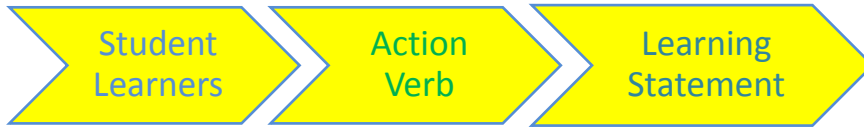## Characteristics of Good Outcomes

S	• Specific
M	• Measurable
A	• Attainable
R	• Relevant
T	• Time-bound

Elements of a LO

| Student Learners | Action Verb | Learning Statement |

Example:

- Students will be able to explain how exercise effects stress.
- Students will be able to critique and revise their own resume.

Elements of a P/DO

| Process/ Delivery | Desired Result |

Example:

- Classrooms will be utilized efficiently at a fill rate of 80-85%.

Good LOs Have "Active" Verbs

Target	Possible Verbs
Knowledge	cite, define, identify, match
Comprehension	diagram, explain, summarize
Application	construct, illustrate, sketch
Synthesis	assemble, design, plan
Evaluate	compare, justify, select

Based on Bloom's Taxonomy

Your turn

- Create one process/delivery outcome
- Create one learning outcome
- Share and discuss your outcomes with your tablemates

Unit-level Outcomes Hints & Tips

- Focus on what's important

- Aim for 4-6 per unit

- Collectively develop outcomes

- Revise when necessary

Facilitating the discussion

- Dedicate time for the discussion
- Bring as many people as possible together
- Engage in a brainstorming activity
- Use Post-its to generate and gather ideas
- Find examples for wording ideas
- Embrace the chaos

Questions?

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Workshops

- *Not Another Survey! (Baseline)*
  - February 26th
  - 10:30-11:45am
  - Eleanor Roosevelt Room, PCW
- *Creating an Outcomes Map*
  - March 5th
  - 10:30-11:45am
  - Marshall College Room, PCW

Assessment Reports due

July 17, 2015