



Identifying Expected Outcomes

Expected outcomes are directly derived from the unit's objectives (the actions, strategies, and activities we provide). The process of identifying expected outcomes helps us deconstruct the mission further into changes we expect to result from our objectives. Expected outcomes help us describe the results of our work from the perspective of those who benefit.

Expected Outcomes...

- Describe consequences and results of our work and activities
- Describe the **changes that will occur in participants/customers/learners**
 - *Expected Outcomes* are statements that describe what we expect participants/customers/learners to learn and achieve
- Describe the **changes that will occur at a programmatic/operational level**
 - *Expected* outcomes describe what we expect the program/department/office to achieve and produce

Customer/Student Learning Outcomes:

- Focus on what the *customer/learner* will know, be able to do, or achieve as a result of your program's/departments activities
- Focus on the direct benefits to the customer/learner
- Bloom's Taxonomy can be helpful in constructing meaningful and measurable learning outcomes

When writing learning outcomes, think in terms of:

After graduating from our program, students will be able to...

After receiving our services, customers will be able to...

Operational/Programmatic Outcomes:

- Focus on processes or products that result from your activities
- Focus on benefits to the program/department/organization

When writing operational/programmatic outcomes, think in terms of:

Our activities will result in...

Functions performed by our department/office will produce...

Be sure that expected outcomes:

- Align with the objectives, goals, and the mission
- Describe the expected, not the actual outcomes
- Are simply and clearly stated, use an introductory phrase
- Are measurable, yet do not include quantifiable targets (see targets below)
- Accurately reflect the key results of the operations, service or delivery of the curriculum offered by your program/department
- Are **SMART** (Specific, Measurable, Attainable, Results-oriented, Time-bound)