

Turning What Your Unit Does Into Measureable Expected Outcome Statements

For Units in the Office of the Senior Associate Vice President for Operations

Things your unit does:	What to measure:	Where to get data:	How to write relevant expected outcome statements:
<ul style="list-style-type: none"> • Provide services to faculty, staff, students: Law Enforcement, Emergency Preparedness, Contracting (Goods & Services) Professional Development, Benefits Enrollment Vehicle Assistance, Lost and Found, Employee on-boarding, Policy Compliance Hot-line, Customized Training Sessions etc. 	<ul style="list-style-type: none"> ○ Service satisfaction ○ Service frequency ○ Service responsiveness ○ Service efficiency ○ Service use by target population ○ Service quality ○ Service effectiveness aimed at changing behavior, enhancing skills, promoting welfare, instilling certain values, improving knowledge 	<ul style="list-style-type: none"> ○ Surveys, focus groups ○ Faculty/Staff comments or reflections ○ Unit records of timing and frequency of services requested and/or services rendered ○ Crime Statistics. ○ Compliance Statistics ○ Scores/Results from training quizzes or certification exams 	<ul style="list-style-type: none"> ○ Increase satisfaction with services. ○ Improve timeliness of service delivery ○ Provide extensive services to univ. community ○ Faculty/Staff will feel adequately prepared respond to emergency situations ○ Faculty/Staff will demonstrate safe practices in classroom, laboratory & other environments ○ The unit will reduce potential risk factors in university facilities ○ The unit will ensure proper procedures for new hires ○ The unit will increase participation in professional development opportunities
<ul style="list-style-type: none"> • Develop marketing and informational materials: Websites, Handbooks, Brochures, Operating Procedures, Emergency Plans, Announcements, Training Manuals, etc. 	<ul style="list-style-type: none"> ○ Accessibility of marketing information ○ Quality of informational material (easy to understand) ○ Knowledge about informational material or unit functions/services ○ Participant attendance ○ Requests for services 	<ul style="list-style-type: none"> ○ Surveys, focus groups ○ Student reflections or comments ○ Unit records on website analytics ○ Quizzes, tests ○ Unit records of attendance or requests for services 	<ul style="list-style-type: none"> ○ Improve accessibility to information about unit's services ○ Increase knowledge of institutional policies and services provided by unit ○ Increase quality of informational materials ○ Increase visits to website ○ Increase use of electronic means to engage with use services (Online portals for trainings, reporting, etc.) ○ Reduce/eliminate instances of non-compliant unapproved behavior/actions
<ul style="list-style-type: none"> • Provide or develop: Programs, Initiatives, Workshops, Events Trainings, etc. 	<ul style="list-style-type: none"> ○ Program Quality ○ Program Participation Attendance ○ Program Frequency ○ Program Effectiveness aimed at faculty/staff behavior, skills, values, knowledge 	<ul style="list-style-type: none"> ○ Surveys, focus group discussions ○ Unit records of program attendance ○ Unit records of programs provided ○ Assignments, exercises, simulations, quizzes ○ Certifications 	<ul style="list-style-type: none"> ○ Increase the quality of programs. ○ Increase staff, faculty, and student participation/attendance ○ Provide extensive programs/services to faculty/staff ○ Enhance the program's effectiveness (for whatever program is intended to do) ○ Increase knowledge regarding values and practices promoted by program, training, or event