An Assessment Resource Document for Writing Measurable Expected Outcome Statements

For Units in the Office of the Vice President for Student Success Assessment

<table>
<thead>
<tr>
<th>Unit Activities - Things your unit does:</th>
<th>Metrics - What to measure:</th>
<th>Sources - Where to get data:</th>
<th>Expected Outcome Statements - How to translate activities into measurable expected outcome statements:</th>
</tr>
</thead>
</table>
| • Provide or develop: *Programs, Initiatives, Workshops, Trainings, etc.* | o Program Quality  
o Program Participation Attendance  
o Program Frequency  
o Program Effectiveness aimed at: student, faculty, staff behavior, skills, values, knowledge | o Surveys, focus group discussions  
o Unit records of program attendance  
o Unit records of programs provided  
o Assignments, exercises, simulations, quizzes  
o Institutional data on student success metrics (GPA, completion, retention). | o Increase the quality of programs.  
o Increase staff, faculty, student participation/attendance.  
o Provide extensive programs to faculty/staff.  
o Enhance the program’s effectiveness (for whatever program is intended to do).  
o Increase students’ knowledge about academic policies.  
o Reduce student anxiety.  
o Limit DFW rates for first year students.  
o Improve student interview, resume writing, or conversational skills. |
| • Provide services to faculty, staff, students: *Academic advising, career advising, tutoring, academic evaluation of students, etc.* | o Service satisfaction  
o Service frequency  
o Service responsiveness  
o Service efficiency  
o Service effectiveness aimed at changing behavior, enhancing skills, promoting welfare, instilling certain values, improving knowledge | o Surveys, focus groups  
o Student comments or reflections  
o Unit records of timing and frequency of services requested and/or services rendered | o Increase satisfaction with services.  
o Improve timeliness of service delivery.  
o Provide extensive services.  
o Students will be able to improve their interview skills.  
o Students will demonstrate exceptional resume writing skills. |
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| • Develop marketing and informational materials: **websites, brochures, announcements, etc.** | o Accessibility of marketing information  
  o Quality of informational material (easy to understand)  
  o Knowledge about informational material or unit functions/services  
  o Participant attendance  
  o Requests for services | o Surveys, focus groups  
  o Student reflections or comments  
  o Unit records on website analytics  
  o Quizzes, tests, assignments  
  o Unit records of attendance or requests for services | o Improve accessibility to information about unit’s services.  
  o Increase students’ knowledge of academic policies.  
  o Increase quality of informational materials.  
  o Increase visits to website. |
| • Community Partnerships or College Readiness Initiatives | o Strength of partnerships  
  o Frequency of partnerships  
  o Extent of funding/resource commitments | o Community surveys  
  o Unit records and/or perceptions of partnerships among partners  
  o Unit records of participation in partnerships  
  o Unit records of resources committed | o Maintain community partnerships with local governments and area leaders.  
  o Improve resource commitments by community partners.  
  o Strengthen participation of local businesses.  
  o Develop more effective college readiness initiatives. |
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| Establish and maintain student experiences: **Internships, service learning opportunities, etc.** | o Quality of educational experiences  
o Effectiveness of educational experiences on student academic success and beyond  
o Student knowledge, skills, values and beliefs | o Surveys, focus groups  
o Unit records of student participation in experiential learning. | o Improve student acceptance into internship programs.  
o Increase the quality of service learning experiences at UTRGV.  
o Develop students’ commitment to the immediate community after graduation.  
o Increase participation among faculty leading service learning projects. |
| Develop Internal Procedures or Personnel Management Materials: **policies, manuals, guides, trainings.** | o Unit/Staff Efficiency  
o Unit/Staff Effectiveness  
o Unit/Staff Compliance with standards and/or expectations  
o Unit/Staff Productivity  
o Unit/Staff Cohesion  
o Unit/Staff Errors/Accuracy | o Unit records on unit/staff productivity, services, compliance, accuracy.  
o Survey about unit cohesion, effectiveness, productivity | o Improve cohesion and collegiality among unit staff.  
o Reduce errors in reporting and/or services.  
o Minimize incidences of non-compliance. |