

Service Area Outcomes

Use the attached worksheet to identify the Service Area Outcomes for your unit. Outcomes relate to the standards you have for your unit.

Here are samples of what individual offices might write when preparing their Service Area Outcomes:

Example 1 (for Admissions and Records): Provide efficient, student-friendly application and registration process.

Example 2 (for Fiscal Services): Fiscal resources are managed effectively and timely, accurate information is provided to support planning and delivery of instructional and support services.

Example 3 (for Instructional Research): Meaningful, outcomes-based Program Reviews (instructional, student services, and administrative) are conducted on a regular schedule, and results are used to inform program and college-wide planning and budget.

Generally, you will want to identify only two to four expected outcomes, so think in terms of the big picture rather than tiny pieces. For example, if emergency response planning is in your area of responsibility, instead of listing multiple small tasks (1. Write plan. 2. Revise plan annually. 3. Design training for faculty and staff. 4. Conduct training. 5. Evaluate training. 6. Conduct drills. etc.), create one "robust" outcome statement that conveys the big picture: Ensure that the college has an effective emergency notification and response system that maximizes the safety of students, faculty, and staff.

List your expected Service Area Outcomes in the first column of the DSR Assessment document. In the second column, identify your plans for assessing your unit's performance on the outcome: How will you measure success? When? Who?

The third and fourth columns should be left blank during your initial planning. **After** you've assessed performance, you'll put the assessment results in the third column of the form and then use the fourth column to identify plans for improving performance.