

Writing Outcomes Effectively

*Outcomes focus on results and are not simply “administrative activities.” Effective outcomes focus on the **impact** that our activities, goals and decisions will have on student learning and/or the support for this learning process. They are concise and clearly worded. Outcomes are **limited in scope** and do not “bundle” several outcomes together. They should focus on **core functions** or key responsibilities within the department. Here are a few samples of intended outcome statements:*

Academic Sampler	
Too General	Improved—More Specific
<ul style="list-style-type: none"> ▪ Students completing the accounting major will have a strong basic foundation in accounting needed for entry-level employment when they graduate from BYU-Hawaii. <i>(What are the entry-level requirements?)</i> ▪ Graduates are prepared professionally for employment in the field of teaching. <i>(Rubric?)</i> ▪ Students recommended for certification will demonstrate effective teaching practice in a special education setting. <i>(What teaching practices?)</i> ▪ Students are competent in basic principles and knowledge of computer science. <i>(What are the basic principles and knowledge that need to know?)</i> ▪ Students completing the baccalaureate program in math will compare favorably in their knowledge of mathematical content with those students completing a math program nationally. <i>(What math content is expected?)</i> 	<ul style="list-style-type: none"> ▪ International Business Management majors will work comfortably and effectively in diverse groups, such as may be found in international business settings. ▪ Students will demonstrate understanding of the essential points and most details in an academic reading passage. ▪ Graduating TESOL majors will apply their knowledge of second language teaching in providing acceptable instruction and feedback to ESL learners. ▪ Students will recognize and take into account cultural, gender, and ethnic views and explain their impact on an issue. ▪ Students will make evident their abilities in library research with historical sources. ▪ Students will demonstrate their competence in writing about the past. ▪ ICS graduates should be able to articulate and sustain their views through verbal and written discourse.

Academic Support Sampler

- Provide better student access to computer lab resources.
- Increase the reliability of LIS systems and services.
- Increase the number of submissions and scholars willing to adjudicate the journal Pacific Studies.
- A majority of students surveyed will express satisfaction with services provided by the Academic Advisors.
- Increase student participation in national surveys (NSSE).

Administrative Sampler

- Fill requests of our clients for information in a timely, accurate manner.
- Increase customers’ satisfaction with Bookstore merchandise.
- Increase customer satisfaction with Seaside menus.
- Patients under age two will receive excellent preventive care. (provide rubric)
- International students will understand the need to know the new stricter INS rules for tracking foreign students and timekeeping requirements for those foreign students.
- Increase the cleanliness of Physical Plant shops and other workspaces. (provide rubric)
- Increase usage of the Campus Distribution Center (CDC) website through an on-line shopping system to better serve the Physical Plant and campus departments’ needs.

Student Life Sampler

- Students, faculty and staff will be satisfied with how security responds to complaints and/or referrals.
- Increase the number of graduate placements in full-time employment and/or graduate school.
- International Students will be satisfied with the services provided by the International Student Office.
- Student officers and employees will demonstrate improvement in key leadership/management skills.
- Students will be more satisfied with their Student Activities involvement.