

Service Area Outcomes (SAO)

What they are & how to write them



What are SAOs?



SAOs can focus on process

- How efficient?
- How accurate?
- How equitable?

Example: Research requestees will receive responses within 5 business days to assure the ability to effectively serve institutional needs.



"I use my micropipette every day!"



SAOs can focus on client satisfaction

- Clients' satisfaction?
- Clients' observations?
- Clients' opinion?

Example: Students will be satisfied with front-desk service so that research needs of are met.

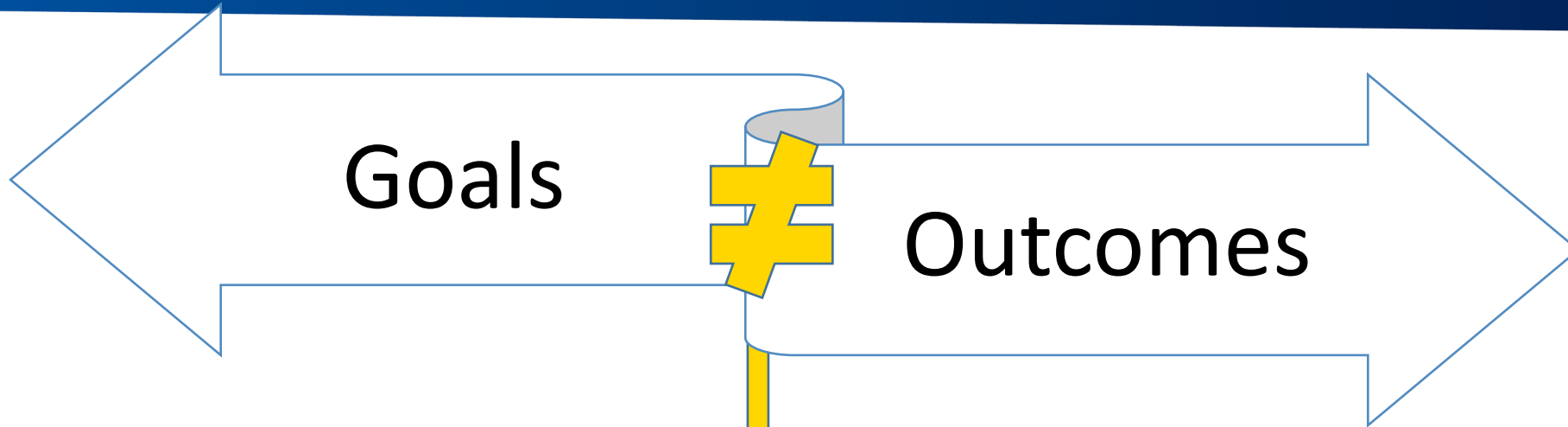


I wish I could be more helpful, but that would violate company policy.



Goals and outcomes?





Goals

Outcomes

Goals are statements that say **how** a group will accomplish something.

Goals are the pathways.

The IE office **will provide** the necessary program review data to academic programs.

Outcomes are **what** a group will accomplish.

Outcomes are the destinations.

Faculty **will have access** to the program review data for academic programs to support institutional processes of continuous improvement.



How to write SAOs



What are the main 4 to 6 services your department provides?

Make a list of the services your area provides:

Example:

1. Research requests, surveys, and analysis
2. Institutional planning
3. Data resources
4. Regulatory reporting
5. Campus initiatives



The parts of the SAO...

Users of services	will (active verb)	to (do something else)
Who are the users of your services?	What will they do with your service?	How will this improve the institution/student learning/etc.?
Faculty, staff, and administration	will have regular access	to public and institutional data resources, including program review, internal and external research reports, external data accesses, and internal and external survey results.

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SAO worksheet...

This is an online document to use with your area. You can discuss the SAOs develop outcomes for your program review. Scan the QR code to download it.

This is a link to the document on the right:

https://hancockcollege.sharepoint.com/:w:/s/ProgramReview199/EWcaDtEatmdGgfXgWo-JkLgBLRo_TTCiE2SURi5MnQwqKQ?e=vMOdAb

These slides are in the Program Review Teams site:

[How to write an SAO Training Slides 12162021.pptx](#)

Developing Service Area Outcomes

Instructions: This worksheet is created to use with a department to develop outcomes. Download this document before using it.

What are they?

Service area outcomes are the intended results of the services provided from a service area. These usually have two intents: **process and satisfaction**.

Process: What services are provided and how well are they being provided?

Satisfaction: What support is being provided and how do clients feel about it?

Goals and Outcomes: Goals describe a journey (How you will do something.) Outcomes describe the destination.

When writing an outcome, you will need to identify who is receiving the services, what they will do with the services, and how that will support the students/institution.

Example:

Goal: The IE office will provide the necessary program review data to academic programs.

Outcome: Faculty will have access to the program review data for academic programs to support institutional processes of continuous improvement.

What are the main 4 to 6 services that your department provides?

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

