**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?



Use the table below to write the parts of an outcome using the services you added above:

|  |  |  |
| --- | --- | --- |
| **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.?* |
| 1.  2.  3.  4.  5.  6. | 1.  2.  3.  4.  5.  6. | 1.  2.  3.  4.  5.  6. |

Now put the parts together in the table above to write your outcome statements: