

Writing Non-Academic/Administrative Outcomes

Non-Academic/Administrative outcomes:

- Lead to improvements in unit responsibilities.
- Focus on critical functions, services, and processes that impact the unit and support the mission.
- Are defined as statements that describe the desired quality (e.g., timeliness, accuracy, responsiveness) of key functions and services within the administrative unit.
- Rely on verbs that specify definite, observable behaviors and are observable/measurable (see [Bloom's Taxonomy](#)).
- Define level of satisfaction clients have with services offered.
- Contribute to the development and growth of students.

Questions that administrative assessment address:

- Is the outcome related to the unit mission?
- Does the outcome lead to improved services? Do the results potentially provide data the unit can use to improve services and/or aspects of services that need improvement?
- Is the outcome worded in terms of what the unit will accomplish or clients think, know, do following the use of services?
- What and how does an administrative unit contribute to the development and growth of students?

Outcomes examples:

- Increase visitor traffic during advising hours by 25%.
- Increase total annual giving by 3% per year.
- Submit accreditation reports that are accurate, on time and meet standards and best practices.
- Track educational and cultural programs for students and the community that encourage/facilitate life-long learning.
- Provide quality healthcare in a supportive, safe and inclusive environment.
- Increase number of _____ participants to 40 students by 2018.
- Increase the number of _____ programs that focus on serving a diverse student population by 25% over the next three years.