| | Institutional Assessment: |
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| | Operational Outcomes |
| | Office of Institutional Research and Assessment (OIRA) |
| | THE UNIVERSITY OF ALABAMA IN HUNTSVILLE |
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Key Questions

What is an Operational Outcome?

Who uses Operational Outcomes?

What makes a good Operational Outcome?

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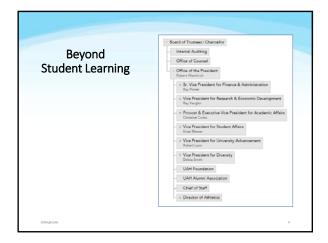
UAH Mission

The University of Alabama in Huntsville is a research-intensive, internationally recognized technological university serving Alabama and beyond.

Our mission is to explore, discover, create, and communicate knowledge, while educating individuals

In leadership, innovation, critical thinking, and civic responsibility and inspiring a passion for learning.

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Departional Outcome (OPO) Components Service or process with expected beneficiary and intended impact Assessment Method one way to measure Assessment Target expected results Data Collected actual results Use of Results changes made

Outcome Statement: Example #1 Academic and Non-Academic units receive the Expected Beneficiary training and support they need to successfully Service or Process develop and implement their assessment Intended Impact plans and reports.

| Outcome Statement: Example #2 |
|--|
| Satisfies Statement Statement of the Statement |
| The Office of Surveys _l administers surveys, |
| compiles the results for each survey, and Service or Process |
| reports the results to the appropriate office or |
| department. |
| Intended Impact |
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| Outcome Statement: Example #2 |
| .Faculty and staff.can access the survey results |
| Faculty and staff _{il} can access the survey results Expected Beneficiary |
| they need in a reasonable timeframe _{II} so that Service or Process |
| the results can be used to inform any changes Intended Impact |
| in their programs, services, or processes. |
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| Outcome Statement: Example #3 |
| The Department will recruit students to |
| Service or Process |
| increase the overall program enrollment. |
| |
| Expected Beneficiary |
| ,, |
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Outcome Statement: Example #3

Academically qualified new students will

enroll in the major to maintain program

Service or Process

Intended Impact

viability standards.

Operational Outcome (OPO) Components

1. Outcome ✓ service or process with expected beneficiary and intended impact

2. Assessment Method one way to measure

3. Assessment Target expected results

4. Data Collected actual results

5. Use of Results changes made

Assessment Method: Example #1

Outcome: Academic and Non-Academic units receive the training and support they need to successfully develop and implement their assessment plans and reports.

Assessment Method:

Option 1: Survey of training participants
Option 2: Record of trainings offered and participants

Option 3: Quality rating of assessment plans submitted

Assessment Method: Example #1 Outcome: Academic and Non-Academic units receive the training and support they need to successfully develop and implement their assessment plans and reports. Assessment Method: Option 2: Record of trainings offered and participants What data is collected? Where is the data stored? When is it collected? When is it collected?

Assessment Method: Example #1

Outcome: Academic and Non-Academic units receive the training and support they need to successfully develop and implement their assessment plans and reports.

Assessment Method: The Assistant Director of Assessment documents each training offered, whether to a group or one-on-one, along with the topics covered, the date, the location, and the participants. This list is updated monthly in an Excel spreadsheet. An end of the year report is compiled with the total number of training events and participants for each topic.

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Operational Outcome (OPO) Components 1. Outcome ✓ service or process with expected beneficiary and intended impact 2. Assessment Method ✓ one way to measure 3. Assessment Target expected results 4. Data Collected actual results 5. Use of Results changes made

| Assessment Targe | t: Exampl | e #: |
|------------------|-----------|------|
|------------------|-----------|------|

Outcome: Academic and Non-Academic units receive the training and support they need to successfully develop and implement the institutional assessment process.

Assessment Method: The Assistant Director of Assessment documents each training offered, whether to a group or one-on-one, along with the topics covered, the date, the location, and the participants. This list is updated monthly in an Excel spreadsheet. An end of the year report is compiled with the total number of training events and participants for each topic.

Assessment Target:

What do we think the results will be?

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Assessment Target: Example #1

Outcome: Academic and Non-Academic units receive the training and support they need to successfully develop and implement the institutional assessment process.

Assessment Method: The Assistant Director of Assessment documents each training offered, whether to a group or one-on-one, along with the topics covered, the date, the location, and the participants. This list is updated monthly in an Excel spreadsheet. An end of the year report is compiled with the total number of training events and participants for each topic.

Assessment Target: A minimum of 10 training sessions will be completed with at least 50 participants overall

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Operational Outcome (OPO) Components

1. Outcome ✓ service or process with expected beneficiary and intended impact

2. Assessment Method ✓ one way to measure

3. Assessment Target ✓ expected results

4. Data Collected actual results

5. Use of Results changes made

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Who uses Operational Outcomes?

What makes a good Operational Outcome?

More Questions?

Visit the OIRA website. (Search OIRA from the UAH Website. Click on Assessment then Resources.)

Contact Ginny Cockerill at gdc0004@uah.edu or x. 6254.

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