Institutional Assessment: 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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Beyond Student Learning

Board of Trustees | Chancellor
- Internal Auditing
- Office of Counsel
- Office of the President
  Robert Altenkirch
  - Sr. Vice President for Finance & Administration
    Ray Pinner
  - Vice President for Research & Economic Development
    Ray Vaughn
  - Provost & Executive Vice President for Academic Affairs
    Christine Curtis
  - Vice President for Student Affairs
    Kristi Motter
  - Vice President for University Advancement
    Robert Lyon
  - Vice President for Diversity
    Delois Smith
  - UAH Foundation
  - UAH Alumni Association
  - Chief of Staff
  - Director of Athletics

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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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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.

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Outcome Statement: Example #2

The Office of Surveys administers surveys,

compiles the results for each survey, and
Service or Process

reports the results to the appropriate office or
Expected Beneficiary

department.

Intended Impact

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Outcome Statement: Example #2

Faculty and staff can access the survey results
Expected Beneficiary

they need in a reasonable timeframe 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.
Intended Impact

Expected Beneficiary

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Outcome Statement: Example #3

Academically qualified new students will
Expected Beneficiary

enroll in the major to maintain program
Service or Process   **Intended Impact**

viability standards.

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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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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

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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?   How is it reported?

Who is responsible?   Where is the data stored?   When is it collected?

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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

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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: *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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Key Questions

What is an Operational Outcome?

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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