Institutional Assessment: Operational Outcomes
Office of Institutional Research and Assessment (OIRA)

Key Questions

What is an Operational Outcome?
Who uses Operational Outcomes?
What makes a good Operational Outcome?

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.
Beyond Student Learning

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

Outcome Statement: Example #1

Academic and Non-Academic units receive the training and support they need to successfully develop and implement their assessment plans and reports.
Outcome Statement: Example #2

The Office of Surveys administers surveys, compiles the results for each survey, and reports the results to the appropriate office or department.

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Faculty and staff can access the survey results they need in a reasonable timeframe so that the results can be used to inform any changes in their programs, services, or processes.

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Outcome Statement: Example #3

The Department will recruit students to increase the overall program enrollment.
Outcome Statement: Example #3

**Academically qualified new students will** enroll in the major to maintain program viability standards.

Expected Beneficiary

Service or Process

Intended Impact

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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
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?

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.

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 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?

**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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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.