

Creating Expected Outcomes for Administrative Units

Expected outcomes primarily describe what the unit aims to accomplish related to the unit mission statement. Not only should outcomes align with the unit's mission statement but should also inform how the unit will realize its individual mission.

SMART. Consider the primary functions of the unit in relation to the unit's mission statement and overall purpose within the institution. Use the acronym "SMART" (specific, measurable, achievable, relevant, time-bound) when developing your operational outcomes.

Groundwork. Prior to writing expected outcomes, identify and define the key functions of the unit and consider any currently existing goals/expectations.

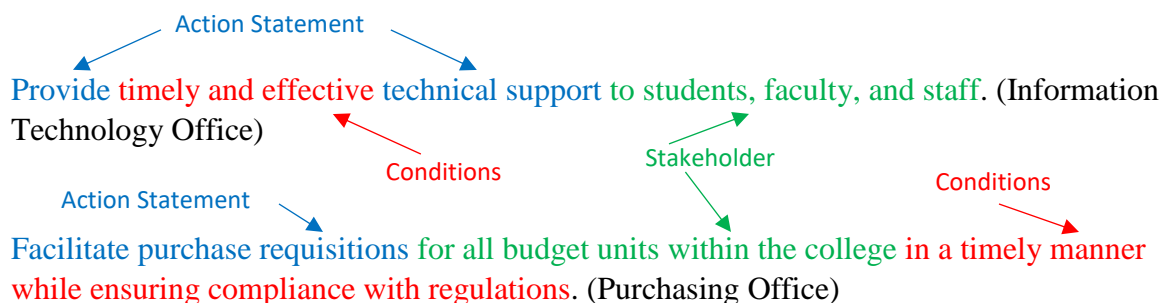
- Identify currently existing goals/expectations
- Describe the most important services your unit provides
- Identify key functions or services within your unit that contribute to supporting the College's mission and/or strategic plan.
- In what ways should your unit make a difference in successful outcomes for students, staff, faculty, other administrative units, and/or external stakeholders?

Components of an Expected Outcome Statement:

Well-written expected outcome statements for administrative units typically include the following components;

- **Action Statement:** A measurable action that includes a verb.
- **Stakeholder(s):** The individuals/units related to the outcome.
- **Conditions (optional):** The conditions under which the action should be completed.

Examples:



Expected Outcomes Worksheet

Utilize this worksheet to help create well-written expected outcome statements.

<p>Action Statement:</p> <p>A measurable action that includes a verb</p>	
<p>Stakeholder(s):</p> <p>The individuals/units related to the outcome.</p>	
<p>Conditions (optional):</p> <p>The conditions under which the action should be completed.</p>	

<p>Put it all together:</p>
