

## Worksheet for Identifying Support Unit Outcomes

This worksheet is designed to help you think about potential outcomes for your unit/office. Utilize the responses to the questions to inform the draft outcomes that your unit/office would like to achieve.

For your unit/office, consider:

- What are you trying to do?
- How well are you doing it?
- How can you improve what you are doing?

**1. Name of your unit/office**

**2. Describe the most important services your unit/office provides.**

**3. Identify key functions or services within your unit/office that contribute to supporting the university's mission and/or strategic plan.**

Support Outcomes should be measurable statements about what should occur as a result of the core services or functions of the unit. Consider SMART guidelines:

- S – Specific
- M – Measurable
- A – Attainable
- R – Relevant
- T – Time bound

Examples:

OIERP

- Each area within the university will develop and implement its own assessment plan.
- Programs/units will evaluate assessment results to guide development of continuous improvement initiatives.

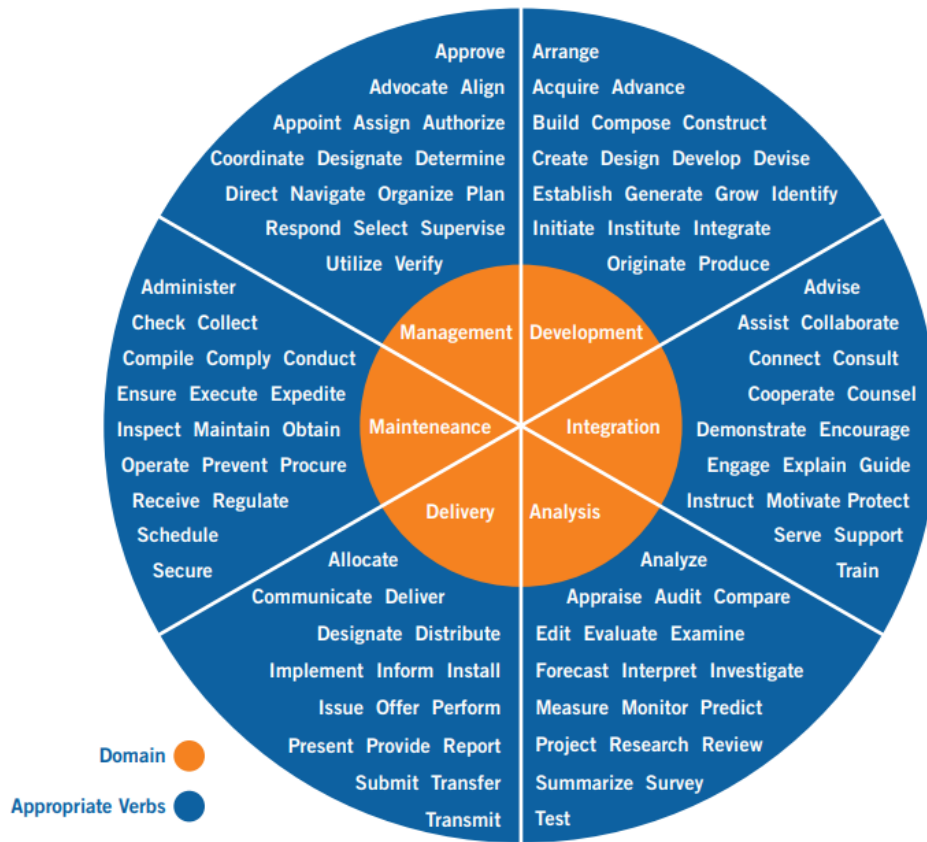
Worksheet adapted from:

[https://www.southalabama.edu/departments/institutionaleffectiveness/resources/identifying\\_outcomes\\_worksheet\\_academic\\_support\\_services.pdf](https://www.southalabama.edu/departments/institutionaleffectiveness/resources/identifying_outcomes_worksheet_academic_support_services.pdf)

Institutional Effectiveness, Research, and Planning

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## Support Outcome Format:

[Intended audience] who [action verb 1] [program/service] will be able to [action verb 2] [intended outcome].

**Or**

[Intended audience or the department] will be able to [action verb] to describe what it will do, achieve or accomplish.

## 4. Draft outcome for your unit/office: