Developing Service Area Outcomes

Developing service area outcomes:
- Focus on outcomes that reflect the purpose or mission of the service area and the benefits for students or/and faculty and staff.
- Build on what you are already doing. Use existing data as much as possible.
- Keep it simple and efficient.
- Make it meaningful for the service area and staff.
- Make the outcomes SMART (Specific, measurable, Attainable/Appropriate/Action-Oriented, Relevant/Realistic, and Time-Focused). Focus on issues that you can address.
- Things to consider when developing outcomes:
  - Are services being provided efficiently, accurately and equitably?
  - Are services being provided in a satisfactory manner?
  - What will a stakeholder experience, receive, or know as a result of the service?

Service area outcomes should:
- Provide evidence that the support area is performing its function.
- Provide evidence of the area's effectiveness and help identify areas for improvement.
- Identify what stakeholders will be able to know and do as a result of the services your area provided.
- Collect information and data to document, explain, improve, and provide information for informed changed
- Ultimately, impact student success.