Writing Administrative Outcomes

Administrative outcomes:

- Lead to improvements in what the unit is doing.
- Focus on critical functions, services, and processes that impact the unit.
- Define as statements that describe the desired quality (timeliness, accuracy, responsiveness, etc.) of key functions and services within the administrative unit.
- Rely on verbs that specify definite, observable behaviors and are observable/measurable (see Bloom’s Taxonomy).
- Define level of satisfaction clients have with services offered.
- Contributes to the development and growth of students.

Questions that administrative assessment address:

- Is the outcome related to the unit mission?
- Does the outcome lead to improved services? Do the results potentially provide data the unit can use to improve services and/or what aspects of services need improvement?
- Is the outcome worded in terms of what the unit will accomplish or clients think, know, do following the use of services?
- What and how does an administrative unit contribute to the development and growth of students?

Outcomes examples:

- Increase visitor traffic during gallery hours by 25%. (Halsey Institute)
- Increase total annual giving by 3% per year. (Institutional Advancement)
- Submit accreditation reports that are accurate, on time and meet standards and best practices. (Office for Institutional Effectiveness and Strategic Planning)
- Track educational and cultural programs for students and the community that encourage/facilitate life-long learning. (School of the Arts)
- Provide quality healthcare in a supportive, safe and inclusive environment. (Student Health Services)
- Increase number of Bonner Leader participants to 40 students by 2018 while maintaining a five-year graduation rate higher than 90% and focus on serving a diverse student population. (Center for Civic Engagement)