

FRESNO CITY COLLEGE
IDENTIFICATION OF OUTCOMES

INSTRUCTIONAL - "Courses"	NON-INSTRUCTIONAL – "Services"
What students will learn!	What FCC will do!
Student learning outcomes (SLOs) are instructional and include statements that identify what students should be able to do or know as a result of leaving a specific course. If you have a course outline of record you identify SLOs for your unit.	Service unit outcomes (SUOs) can be process or satisfaction based. These may identify what its constituency group (students, employees, general public, etc.) should know/do as a result of an activity or what a unit would like to accomplish for its constituency group. If you do not have a course outline of record you identify SUOs for your unit.
Student Learning Outcomes (SLOs) <ul style="list-style-type: none"> • Relate to instruction. • Identify what a student should know. • Identify what a student should be able to do. • Involves direct learning. 	Service Unit Outcomes (SUOs) <ul style="list-style-type: none"> • Identify what constituents should be able to do as a result of the service. • Identify what the service unit should be able to do. • Identify process outcomes the service unit will achieve.
Student Learning Outcomes Include <ul style="list-style-type: none"> • Course SLO (CSLO) • Program SLO (PSLO) • General Education SLO (GESLO) • Institutional SLO (ISLO) 	Service Unit Outcome Examples <ul style="list-style-type: none"> • Understanding of processes (e.g., increased scholarship applications) • The accuracy of work (e.g., number of errors reduced). • The completion rates of students (e.g. meets or exceeds target rate) • The unit’s compliance with regulations or external standards of “good practice in the field.”

Goals, Outcomes, and Activities for any program flow from the mission of the college.

Fresno City College’s Mission: “Fresno City College, California’s first community college, provides quality, innovative educational programs and support services directed toward the enhancement of student success, lifelong learning and the economic, social, and cultural development of our students and region.”

Non-Instructional/Service Units	
Goals identify what the unit intends to accomplish and are NOT measurable.	(IR) Facilitate a culture of inquiry at FCC.
Outcome statements are the measurable statements that indicate what a constituent group should know, be able to do, or be satisfied with as a result of encountering a unit.	(IR) Constituency groups will report satisfaction regarding the use of data dashboards for program review.
Activity statements identify what the unit will do to help constituency groups meet outcomes	(IR) Train groups on the use and purpose of data dashboards.