Identify 2-3 outcomes for your service unit area. These will be entered into TracDat by the outcomes coordinator (use the example below and information on Page 3 as a resource for this process):

**Service Unit Outcome Identification**

Unit: CalWorks

| Outcome  | Assessment Method | Criteria for Success |
| --- | --- | --- |
| SUO 1: CalWorks students will meet or exceed the overall completion goal identified by FCC’s Institutional Effectiveness Index. (Completion: % of first-time students who earned minimum of 6 units and attempted any Math or English, tracked for 6 years who completed a degree, certificate or transfer related outcomes.) | Completion Data/IEI | CalWorks students will meet or exceed the 47% completion rate.  |
| SUO 2: CalWorks students will indicate overall satisfaction with program services. | Annual Survey | 75% of survey respondents will indicate a satisfactory response to CalWorks services. |

**Service Unit Outcome Identification**

Unit:

| Outcome  | Assessment Method | Criteria for Success |
| --- | --- | --- |
| SUO 1: |  |  |
| SUO 2: |  |  |

**Developing Student Service Unit Outcomes** (Long Beach Community College)

Reflect on your area’s mission or purpose, the strategic plan, and/or previous outcomes/objectives identified in administrative reviews.

Determine the type of SUO: SUOs can either be related to a unit’s processes or a user’s satisfaction.

Process SUOs include any of the following aspects of a unit’s process:

* The level or volume of activity a unit expects (e.g., number of students registered, number of accounts maintained, number of transactions processed).
* The unit’s compliance with regulations or external standards of “good practice in the field.”

Satisfaction SUOs relate to administrative and support goals and can include any of the following aspects of a unit:

* Overall constituent (student, faculty, staff) satisfaction with an entire process
* Constituent satisfaction with components of individual services.

Ensure that your SUOs are meaningful, manageable and measurable

* Meaningful: How does the outcome support the departmental mission?
* Manageable: What is needed to foster the achievement of the outcome? Is the outcome realistic? What goals will help in to achieve the outcome?
* How will you know if the outcome is achieved? What will be the assessment method?

**Examples of SUOs** (Nichols, K.W. and Nichols, J.O. - Guide to Assessment Implementation in Administrative and Educational Support Units)

Outcome Statements:

1. Students will learn how to use library resources.
2. Graduates will have the ability to write a resume.

Process Statements:

1. Library will be efficient in book acquisitions.
2. The Career Center will double the number of workshops.
3. Accounting office will process vendor statements within 48 hours of receiving.

Satisfaction Statements:

1. Students will be satisfied with library circulation.
2. Vendors will report prompt payment.