Types of Outcomes

There are two primary types of outcomes used in creating an assessment plan -

1. operational outcomes and
2. student learning outcomes.

Operational Outcomes

Outcomes that deal with functions, demand, resources, and efficiencies.

Examples of Operational Outcomes include:
- Retention rates
- Graduation rates
- Percent of graduates continuing to graduate school
- Percent of graduates continuing to employment
- Student credit hours/faculty
- Cost per student to deliver service/instruction
- Office/service/course utilization rates
- Satisfaction with services

Student Learning Outcomes

Outcomes that describe the desired learning that must take place in order to achieve a stated course/department/program goal.

Examples of Student Learning Outcomes include:
- Communication: oral and/or written
- Critical thinking
- Teamwork
- Professional/technical competency
- Productivity
- Research skills