

## **Non Instructional Program Outcomes**

### **What are Non Instructional Program Outcomes?**

Non Instructional Outcomes are overarching, clear, and assessable statements. This may include staff, student, community connections that results in learning and/ or task completions. Focus is on the services and results of the program. This includes programs with direct, indirect, and/ or no student contact.

These programs should focus on critical functions, services, and processes that impact customer satisfaction.

The outcomes may include the specification of expectations of demand, quality, efficiency and effectiveness, and other gauges of productivity.

### **How many POs are recommended?**

Many programs use between 3 and 6 to represent the essential components of the program. In addition, programs should ensure that the number is manageable for assessment resources.

### **How to write a Program Outcome?**

Consider the ABCDs

#### **Actor**

In most cases, this is the student or staff. POs are about the learning or service that students or other actors will demonstrate, not the experiences a program will provide.

#### **Behavior**

What will the student or actor be able to do to demonstrate the completion of task, knowledge, or learning? Strong POs use active verbs (See Bloom's Taxonomy). Every PO must have behavior(s) specified.

#### **Condition**

In what format or context will the student or actor demonstrate the learning or task completion?

#### **Degree**

This is the criteria or standard for performing the task well enough.

Examples of clear, measurable POs:

1. Students will be able to accurately identify key services offered by the Career Services Center.
2. As a result of a counseling session, a student will be able to recognize the requirements necessary to reach his/her educational goal as demonstrated by the collaborative development of a student educational plan.
3. Students will be able to identify the writing skills that they need to work on after completing conferences with tutor.
4. All individuals on campus will receive required, current, timely and effective emergency training and coordination as assessed against regulations and staff surveys.