I. Welcome
II. Introduction
III. Preparation
   A. Nature and Purposes of Program Review and Planning, Including Outcomes Assessment
   B. Formulating outcomes [Handout C and Template D, page 1]
   C. Guidelines for and examples of measuring effectiveness [Handout E]
   D. Analyzing Evidence: Trends, patterns, outliers, comparisons, etc. [Handout F]
   E. Formulating improvement objectives [Handouts G and H and Template D, page 2]
IV. Break
V. Production: Your Unit Outcomes and Improvement Objectives
   A. Service Area Outcomes [Template D, page 1]
   B. Analyzing Evidence [Handout F]
   C. Improvement Objectives (Template D, page 2)
VI. Evaluation of Workshop [Handout I]
VII. Next Steps and Wrap-up
VIII. Lunch!