

SERVICE AREA OUTCOMES GUIDING QUESTIONS FOR PROGRAM REVIEW

1. **A service area outcome (SAO) is a statement that describes the benefit that a unit hopes to achieve and is the result of the work the unit performs.**

Example: SAOs should be stated using the following stems:

- “In support of student learning, staff will _____.”
- “Administrators or staff have the _____.”
- “In support of the learning, facilities and the physical environment are maintained to enhance a collegial atmosphere.”

Questions to ask:

- Is the outcome measurable and directly related to the work of the unit?
- What creates a positive learning environment in terms of the service area, for example, facilities and maintenance?
- What standards have been identified?
- Are they reasonable for the level of staffing and funding?
- Can the outcomes be measured?
- What is the benefit to the recipient of the service?
- What does the unit want to achieve?

2. **Methods of Assessment:** *Identify methods for each outcome.*

Description: Self-assessment and evaluation surveys can provide data. Collecting and analyzing evidence leads to improvement of the unit effectiveness.

Select **methods** should measure the level of attaining the end result. Both formal (surveys) and informal methods of evaluation may be used.

Examples: District student surveys, unit self-assessment, documentation of successful completion of events or problem solving.

Questions to ask

- What were the SAOs you assessed last year?
- What groups will be included in the assessment?
- When will these outcomes be assessed and by whom?
- What was the target or benchmark you hoped to achieve or did achieve?
- Have you used the assessment results for improvement?

3. **Measurement Criteria:** *Identify the criterion for each method*

Description: Indicators and/or measures of outcome attainment. Provide content and/or performance standards appropriate to the unit.

Examples:

- At least 75 percent of the work orders are completed annually.
- The supply budget will be reduced by 5% due to electric air hand dryers.
- Vehicle and equipment replacement plans will be developed to replace all within a twenty year period of time.

Questions to ask

- Is a number (fraction, %, actual number) of activities expected to meet minimum score established?
- What is the criteria being used to judge whether an outcome has been achieved?
- Are classroom and restroom cleanliness defined?
- Is safety defined and an evaluation of equipment performed regularly?
- Are necessary resources available to get the job done?
- Is there necessary staff?
- Are staff trained and up to date on technology and the latest equipment and skills?
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4. Summary and Analysis of Data:

Description: The results of the collected and analyzed data, reflected upon and discussed among colleagues.

Questions to ask

- When and in what format will the results of the assessment be discussed?
- Is the data collected valid?
- What are the meaning and implications of the assessment?
- What needs to be modified?

Example: Facilities plays a critical role in planning and implementing the graduation ceremony. What performance criteria indicate a successful event? Do the facility staff self-evaluate the event annually?

5. Use of Results and Modifications:

Description: Based on the analysis of the collected data, the results should be used to modify the unit's services, schedule, and expected outcomes in order to improve effectiveness. This information will be included in the unit's program review.

Questions to ask

- What is the unit's process for using assessment results to improve future performance?
- How will the data be used?
- What are your strategies for changes in job performance?
- Will modifications be necessary to the measurement criteria and/or tools and strategies?