Developing Learning and Operational Outcomes
January 30, 2019
What is a Learning/Operational Outcome?
SMARRT Checklist
Key Elements
Outcome Formula
Action Verbs
Words/Phrases to Avoid
SWiBAT Formula
- Look at your mission, what your department does.
- Is your intended audience (e.g., students) learning what you intend them to learn from your intervention? (LO)
- Are students obtaining what you think they are getting from your service? (OO)
- How can you measure the service to make sure?
- That’s where LO’s and OO’s come in...
Learning Outcome (LO): A learning outcome is the desired learning effect of a program, service, or intervention but is more specific than a goal. It is results-focused and participant centered.
Operational Outcome (OO): A measure that documents how well the operational aspects of a program or activity are functioning, but does not document learning or overall impact of the program or activity.
SMARRT Checklist

- Specific
- Measureable
- Aggressive-but attainable
- Results-oriented
- Relevant
- Time-bound
Key Elements: ABCD Formula

- **Audience (Who)**
  - Who is the target of the outcome?

- **Behavior (What)**
  - What should the audience be able to know, do or value?

- **Condition (How)**
  - What will facilitate the learning?

- **Degree (How much)**
  - How much will be accomplished or demonstrated?
<table>
<thead>
<tr>
<th>Action Words</th>
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<tr>
<td>Analyze</td>
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<td>Argue</td>
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Words/Phrases to Avoid

- Appreciate
- Become aware of
- Become familiar with
- Know
- Learn
- Understand
Pulling it all together: Learning/Operational Outcomes and Competencies

- $(\text{Audience})$ in $(\text{condition})$, will $(\text{behavior in future tense})$ to a $(\text{degree})$.

Example:
- Staff participants in the Community of Practice session will write an operational/learning objective that describes one of their departmental assessment efforts.
Learning/Operational Outcome = SWiBAT + Action Verb + Condition

Students will be able to differentiate between two styles of leadership as a result of attending the leadership workshop.
To write a learning/operational outcome, follow the formula:

Audience    Condition    Behavior    Degree