



Developing Learning and Operational Outcomes

January 30, 2019

- What is a Learning/Operational Outcome?
- SMARTT 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.

- Specific
- Measureable
- Aggressive-but attainable
- Results-oriented
- Relevant
- Time-bound

- **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?

Analyze

Apply

Argue

Arrange

Assemble

Calculate

Classify

Compare

Create

Criticize

Defend

Define

Describe

Develop

Differentiate

Discuss

Explain

Formulate

Implement

Manage

Operate

Outline

Translate

- Appreciate
- Become aware of
- Become familiar with
- Know
- Learn
- Understand

- _____ (Audience) in _____ (condition), will _____ (behavior in future tense) to a _____ (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