

# Developing Learning and Operational Outcomes

## **CoP Session Outline**



- What is a Learning/Operational Outcome?
- Key Elements
- Outcome Formula
- Action Verbs
- Words/Phrases to Avoid
- SWiBAT Formula
- SMARRT Checklist

## Developing Learning/Operational Outcomes



- 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...

## What is a Learning Outcome?



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.

## What is an Operational Outcome?



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.

## Mission Statement Operational Domains



#### Scholarship

#### **Integrity in Academic Pursuits**

"In an institution where the search for knowledge and truth is the primary goal, integrity in teaching, learning, research, and scholarship is paramount. Dishonesty undermines our common missions. This translates into the obvious: write your own papers, take your own tests, do your own work."

#### Leadership

#### Contributions to and Participation in the Community

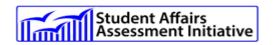
"We should all serve the campus and community while we are here. Contributing to the community can take the form of simply being a good citizen, being considerate of neighbors, cleaning up the campus and community, volunteering at a school or social service in town, or helping to raise money for charity."

#### Citizenship

#### Respect and Consideration in Interactions with Others Free, Open and Respectful Exchange of Ideas

"The real test of this value comes when we encounter people whose backgrounds, beliefs, and worldviews differ from our own. If your educational experience is all that it should be, you will graduate prepared to navigate a society that comprises many different kinds of people. You will also graduate having seen and understood different worldviews, and will perhaps expand your own. These are the key skills of the new century, and your education will be incomplete if you graduate without these abilities."

## 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?

## **Action Words**



Analyze Create Explain

Apply Criticize Formulate

Argue Defend Implement

Arrange Define Manage

Assemble Describe Operate

Calculate Develop Outline

Classify Differentiate Translate

Compare Discuss

## **UCSB Student Affairs Mission Statement**



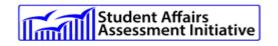
The mission of the Division of Student Affairs is to anticipate, plan for, and respond to the needs of a diverse and changing student body by providing services and programs that promote physical and emotional well-being and foster intellectual and personal development. Divisional efforts to meet student needs are intended to create a supportive and challenging living and learning environment and a sense of community essential to advancing the University's goals of excellence in education, research and public service.

## Words/Phrases to Avoid



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

## Pulling it all together: Learning/ Operational Outcomes and Competencies



(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.

### SWiBAT Formula



Learning/Operational Outcome=SWiBAT + Action Verb + Condition

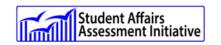
<u>Students will be able to differentiate between</u> two styles of leadership as a result of attending the leadership workshop.

## **SMARRT Checklist**



- Specific
- <u>M</u>easureable
- Aggressive-but attainable
- Results-oriented
- Relevant
- <u>T</u>ime-bound

## Developing Learning/Operational Outcomes



To write a learning/operational outcome, follow the formula:

Audience Condition Behavior Degree