



# Developing Learning and Operational Outcomes

October 29, 2015

- Mission Statements: Action Verbs
- Words/Phrases to Avoid
- What is a Learning/Operational Outcome?
- Key Elements
- Outcome Formula
- SWiBAT Formula

- Look at Mission Statements
- Wording is Important
- Action Words

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

- 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.

- **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.



- 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...

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

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Audience

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Condition

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Behavior

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Degree

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Competency

- **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?

- \_\_\_\_\_ (Audience) in \_\_\_\_\_ (condition), will \_\_\_\_\_ (behavior in future tense) to a \_\_\_\_\_ (degree) in order to meet \_\_\_\_\_ (competency).
- Example:
  - Staff participants in the Community of Practice session will write a program/learning objective that describes one of their departmental assessment efforts in order to meet the UC Core Competency of Job Mastery and Continuous Learning.

- 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.