Student Learning Outcomes: specify what students will know, be able to do, or be able to demonstrate when they have completed/participated in the program, course, project or activity.

Service Outcomes: specify what an organization intends to do, achieve, or accomplish through certain activities or experiences (what a program accomplishes for its students, faculty/staff or institution).

Specific – Measurable – Attainable - Results-Oriented - Time-Bound

Measure: Combines methodology and target. Designed to directly measure what a participant knows or can do. It requires demonstration of the skill or knowledge, such as write an essay, preform, etc.).

Finding: Binary – met or not met (we do not know this yet)

Analysis: Start with last years (2017-2018) findings and why. As a result of these findings what was done differently this year (2018-2019) to improve- all of this should be in the decision paragraph from last year. What are the findings for this year – this should be completed at the end of next semester.

Decision: Based on this year’s results (2018-2019) what will be done differently in (2019-2020) to improve/plan.