FORMAT FOR WRITING AN OPERATIONAL LEARNING OUTCOME

Operational Learning Outcome

Starts with subject or service

Faculty/Staff members/office
Department/ College
Students

⟶ _____

OR

course
activity
program
service

⟶ _____

Will/ will be able to

identify/describe/list
increase
describe/demonstrate…
develop/design.
provide/process..
conduct..

⟶ _____

Choose if selecting the first box.

course
activity
program
service

⟶ _____

Target group (optional)…

faculty/students
stakeholders
students

⟶ _____

By/as (optional)…

year/term
efficiently/effectively
satisfactory or higher

⟶ _____

Intended outcome

⟶ _____
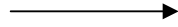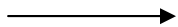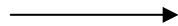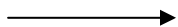
FORMAT FOR WRITING A MEASURE

Starts with a subject or target…

Measurement

All ((subject)/every time
70% accuracy
more/fewer than
at least 3 out of 4

1. _____

2. _____

Using…

interview
observed behavior/simulation
scores on a rubric
content of an email
portfolio
post-test vs. pre-test.

1. _____

2. _____

[as required by…]

External Standards?

_____
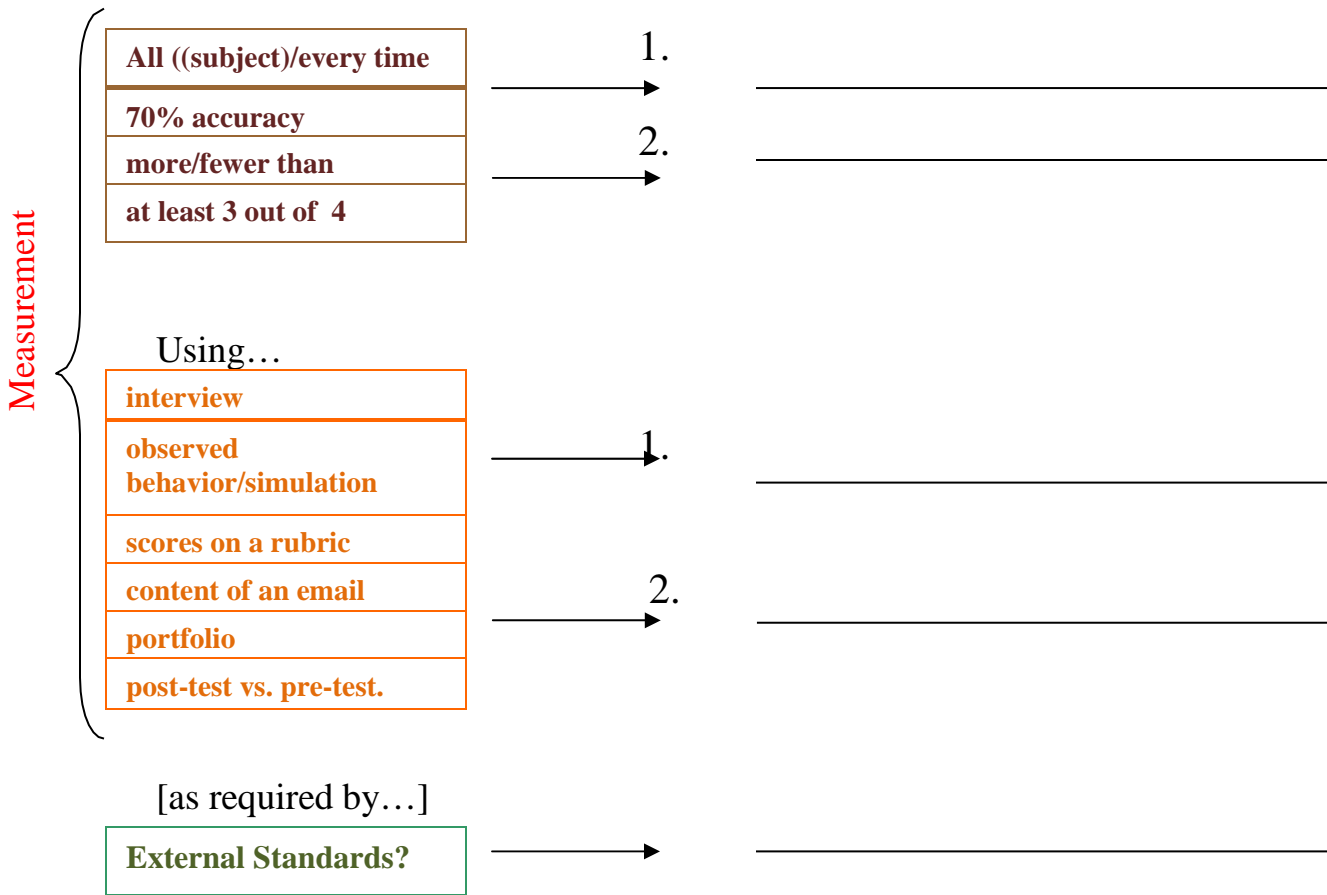
Examples:

- The department will conduct training sessions and workshops to educate the university community on health and safety issues in order to mitigate/eliminate hazardous environments and behavior (List specific concepts to be mastered).

  - A pre- and post-test will be administered on randomly selected training sessions in order to assess the usefulness and effectiveness of the training. The target is for at least 75% of participants will score 80% or above on the post-test and show an increase of 10% from the pre-test score. **(Pre-posttest-Direct Measure)**

- Faculty who participate in Faculty Center conferences will use resources (content/strategies) provided to develop new/improved curriculum or instructional materials for their programs or courses. This outcome supports the university mission for high-quality undergraduate and graduate education and the Faculty Center mission/goal for excellence in teaching and learning.

  - At least 75% of the New Faculty Orientation Session Feedback Forms will list strategies/content presented in the sessions that they plan to implement. **(List-Direct Measure)**

- The admission office will process transcripts of FTIC students efficiently.

  - During summer and fall 2010, at least 90% of all FTIC transcript evaluations will be conducted within 10 business days of receipt of all required evaluation materials. All materials will be date stamped and an electronic record of dates of packet completion and evaluation will be maintained and summarized at the end of each term. **(Electronic record of dates of packet completion and evaluation-Direct measure)**

- The Center for Distributed Learning will provide high quality support services to the faculty, departments and colleges for online program, course and faculty development, and online course delivery, consistent with the central goal of providing high-quality educational services and value-added benefit to the University and our community.

  - Evaluate satisfaction with services provided directly to colleges by means of one-on-one interviews. Interviews will be held with Associate Deans in the summer semester from all active Colleges involved in DL. Interviews will use a common survey instrument to measure satisfaction with services, and will include open ended qualitative questions to solicit ideas and suggestions for improvement. Services addressed in the inquiry will include IDL and ADL enrollment coordination, aspects of faculty development programs, and data and reporting services. Satisfaction measures will all be 4 or greater on a Likert scale of 1-5. Response rate target is 50%. **(Interviews and surveys-Indirect Measure)**

- Florida Solar Energy Center will conduct renewable energy industry product performance testing and certification in response to industry needs.

  - Compare the number of collector and systems tests to the previous year's tests to determine increases or decreases. The target is to conduct 15 tests annually. **(Direct Measure)**

- The college will demonstrate quality and productivity in research and teaching that compare favorably to national benchmarks.

  - Numbers of research **publications** by department will be collected and compared to national benchmarks. To establish appropriate targets for comparisons to national benchmark data, this year we will gather data to establish an internal baseline. **(Count-Direct Measure)**

  - The number of undergraduate students participating in experiential learning activities including service learning, internships, and research will increase 5% per year. **(Count-Direct Measure)**

- The majority of patients who receive dental services at the UCF HS Dental Center within the first six months of opening (Fall 2009) will be satisfied with the scope of care, overall service and treatment satisfaction, and self-learning regarding oral health as measured by a satisfaction survey.

  - At least 85% of the patients who complete the dental center patient satisfaction survey will report "satisfied" or "very satisfied" with the scope of care received, overall service and treatment satisfaction, and self-learning regarding oral health as measured by a satisfaction survey. **(Survey-Indirect Measure)**

- Managers who attend the bi-annual property managers meeting will be able to list at least 2 student resources as well as the matching purpose.

  - A locally produced survey administered to attendees of the spring 2010 Manager's Meeting will indicate knowledge of campus resources. Target: 90% of respondents will correctly list at least 2 campus resources and their matching service. **(List Direct-Measure)**

- In order to achieve Community 3.2 (students are aware of their ability to contribute to local and global communities), students participating in experiential learning activities will indicate an increased level of altruism and volunteering.

  - 85% of students who participate in Alternative Spring Break will be able to identify at least 2 issues related to community need associated with their trip through a reflection activity (i.e. post discussion, journal entry). **(Indirect Measure)**

  - 85% of student leaders will demonstrate an increase in social responsibility. Students' skill level will be evaluated at the beginning of their leadership term and again at the end of the term, on a locally produced assessment tool (PEDAL). **(Pre-post Measure)**

- In order to achieve Integrity of the UCF Creed (students develop and apply values of honesty, trustworthiness, dependability, and truthfulness), all RWC Building Managers who attend the Fall 2009 training, will be able to understand and apply the 5 RWC values (safety, clean, dependable, fun, and quality) in their decision making when working at the RWC.

  - All RWC Building Managers who attend the fall 2009 Building Manager training, will be able practice how to use the 5 RWC values in their decision making as measured by a role play situation where a checklist of steps will

need to be completed with 100% accuracy. **(Observation with Check list Direct Measure)**

- Faculty, students, and staff will rate the services in the PC Service Center, Computer Store, public access labs, and User Services Help Desk as satisfactory or higher.

    o Conduct a random survey of lab visitors to determine satisfaction with lab hours and days of operation. 90% of the users surveyed will indicate a satisfactory or above rating. **(Survey-Indirect Measure)**