

## How to Write **University Support Program Outcomes**

*Program outcomes<sup>1</sup> speak to successes that your department wants to achieve that, generally, do not relate to teaching and learning. A University Support Program should have at least **4 program outcomes**.*

For example, do you want to increase efficiency in your department? Do you want to decrease the wait time on customer requests? Do you want to deliver more training sessions to constituents? Do you want to increase the number of grant applications submitted each year?

Program outcomes help your department focus on strategic planning and improvement. This is work that you may already be doing via 3- and 5-year strategic plans. Institutional Effectiveness is the exercise wherein we record our good planning, measurement, record keeping and improvement.

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### <sup>1</sup> **Examples of University Support Program Outcomes:**

The department will decrease the wait time on customer requests.  
The department will deliver more training sessions to constituents.  
The department will submit two federal grant applications per year.  
One team-building exercise will be completed each semester.