Creating Service Unit Outcome Statements

The following steps will assist you and your service unit or program with creating or revising your SUOs.

Determine the type of SUO: SUOs can either be related to a unit’s processes or a user’s satisfaction.

- Process SUOs include any of the following aspects of a unit’s process
  - The level or volume of activity a unit expects (e.g., number of students registered, number of accounts maintained, number of transactions processed).
  - The efficiency with which the unit’s processes are conducted (e.g., cost per X, number of X processed per FTE staff, number of hours to process work request/trouble ticket of specified level of difficulty).
  - The accuracy of work produced (e.g., number of errors minimized).
  - The unit’s compliance with regulations or external standards of “good practice in the field.”
  - The effectiveness of the service in accomplishing the intended outcome (e.g., number of calls taken and problems satisfactorily resolved the first time, training provided to clients that enabled them to accomplish a specific task).
- Satisfaction SUOs relate to administrative and support goals and can include any of the following aspects of a unit:
  - Overall client satisfaction with an entire process
  - Client satisfaction with components of individual services.

Ensure that your SUOs are meaningful, manageable and measurable
- Meaningful: How does the outcome support the departmental mission or goals?
- Manageable: What is needed to foster the achievement of the outcome? Is the outcome realistic?
- How will you know if the outcome is achieved? What will be the assessment method?

Ensure that your SUOs are not just a repetition of your goals
- Refer to this chart to compare the qualities of your goals to the qualities of your service unit outcomes.

<table>
<thead>
<tr>
<th>Goals</th>
<th>Service Unit Outcomes</th>
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</thead>
<tbody>
<tr>
<td>Broad, future-oriented</td>
<td>Brief statements of results</td>
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<tr>
<td>What the program/office is</td>
<td>Describe the behaviors of stakeholders</td>
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<tr>
<td>satisfying toward</td>
<td>Refer to the results of the process</td>
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<tr>
<td>Refer to the process</td>
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