

## Developing Well-Defined Outcomes: Part of “Plan” Phase in Plan-Do-Study-Act (PDSA) Cycle

### 1. What outcome(s) will be measured?

Program/Operational or Student Learning?

#### Tips:

- **Review** your department’s **mission statement**, as well as the college’s mission statement, values, and strategic areas.
- **Ask yourself:** what are the most important things a student should know, be able to do or demonstrate after completing my program or course, or from utilizing my office/services?
- **Make a list** of these and try to write them as outcome statements.
- Use **action verbs** that result in overt behavior that can be observed and measured.
- Don’t be general; **be specific**.