

WHAT IS AN ADMINISTRATIVE OUTCOME?

One component of all great organizations is that they are continually improving. Any organization (or person for that matter,) that thinks it has achieved all that is possible is eventually going to realize that the world around it is constantly changing and we have to change to keep up. For example, there are only about 10 companies on the list of Fortune 500 companies that are older than 150 years. In addition, continual improvement is one of the two core values of all the visionary companies in the study that the best-selling book *Built to Last* (1994) was based upon.

It should come as no surprise then, that administrative departments at Baylor are expected to demonstrate efforts to continuously improve each year. In order to improve, we first must know where we going. At Baylor, knowing where we going might include our mission statement, our Pillars of Illuminate, and our general education outcomes. With these statements in mind, administrative departments would then ask, “What could we accomplish that would help Baylor be more effective in reaching these overarching goals?” The answer to this question is the beginning of an “administrative outcome.”



One method for developing goal/outcome statements utilizes the acronym “SMART”. S stands for specific – is the outcome clear, concise, and not too broad or general? M stands for measurable – can you think about how you might measure what the outcome says? A stands for attainable – is the outcome something that can be achieved? R stands for relevant – is the outcome important to the work of your program? T stands for time-specific – can students reach this outcome in a defined period of time – typically not longer than year. SMART - specific, measurable, attainable, relevant, and time-bound – these are the 5 quick tests for a good outcome.

Your final consideration, once the outcome is written, is to reflect back on overarching divisional and university strategic goals and identify how your administrative outcomes aligns with these goals. This final check is the important because it is the primary focus our accrediting body will be seeking to find – does your work align with the university’s direction.

WHAT ARE SOME EXAMPLES OF ADMINISTRATIVE OUTCOMES?

- Technological support is provided to staff within 24 hours of a request.
- Prospective students visiting campus report that their tour was informative and interesting.
- All students receiving loans are provided with multiple options for loans and informed of their likely total debt.
- Department staff document participating in at least one professional development experience a year.
- The Baylor Instagram account grows by 20% in the next year.
- The Baylor Parents Network expands its membership by 10% in the next year.

If you need any help with writing your administrative outcomes, you can find additional resources on the website of the [Office for Institutional Effectiveness](#), including contact information for staff. Once you have written and SMART tested your administrative outcomes, you are ready for the next step: [Assessment](#).