

## **Student Learning Outcomes vs. Operational Outcomes**

### Examples of Student Learning Outcomes:

1. Cognitive skills - critical thinking, reflective thought
2. Knowledge acquisition – Subject matter mastery
3. Intrapersonal development – values, identity, self-esteem, maturity
4. Interpersonal development – Understanding and appreciating differences, ability to relate to others.
5. Practical competence – career preparation, economic self-sufficiency, and managing one's personal affairs
6. Civic responsibility – Responsibilities as a citizen in a democratic society and commitment to democratic ideals

### Examples of Operational Outcomes:

1. Tracking – number of student's served, number and type of appointments with students, number of advisees.
2. Satisfaction – Level of satisfaction with the services provided, whether student or community
3. Cost effectiveness - Are the benefits worth the cost?
4. Needs – Are the courses offered for tutoring consistent with what students are requesting?, does availability of tutors meet the demand?