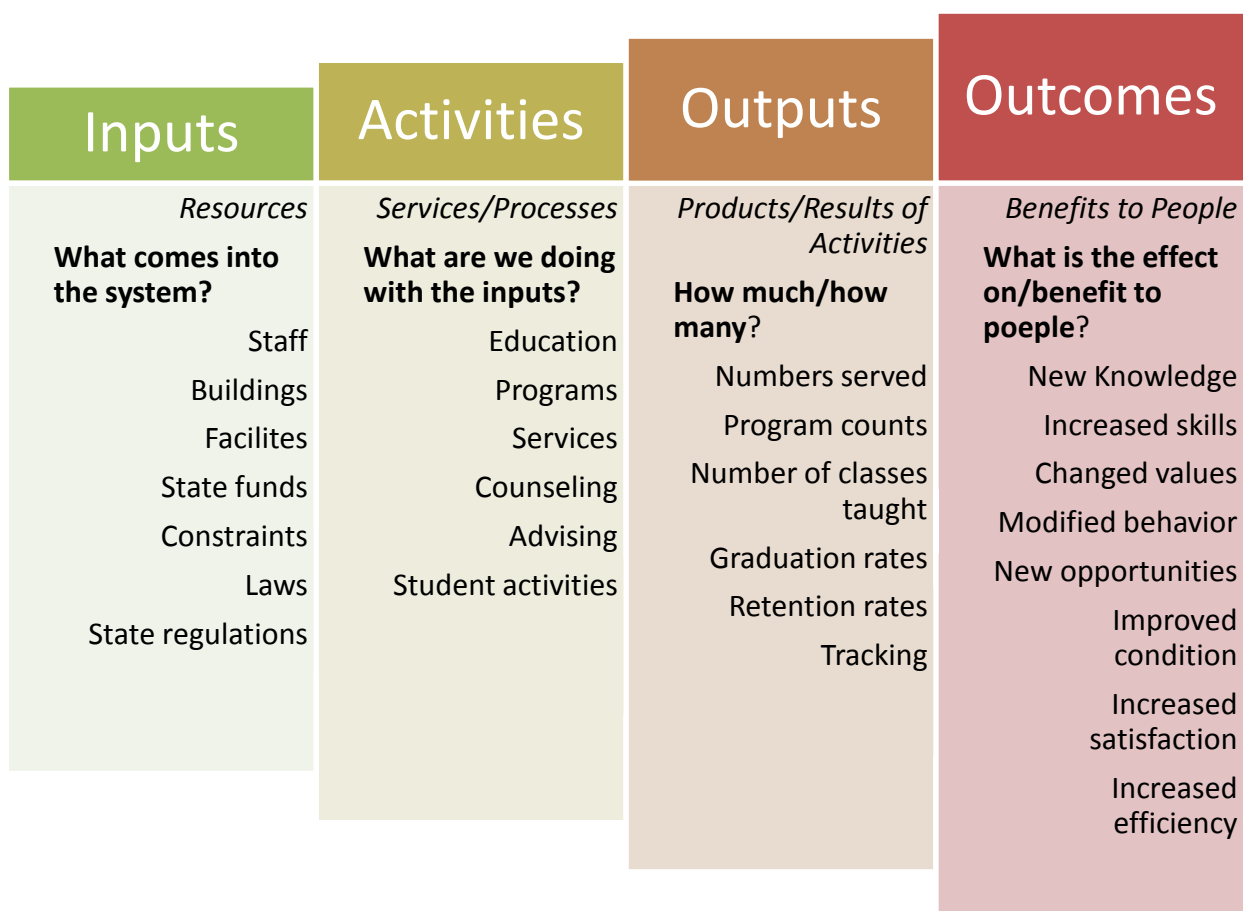


The Program Output-Outcome Model

The Unit Effectiveness Process (UEP) is a formative assessment process that focuses on the outcomes, as opposed to the the outputs of work processes, thus the process measures outcomes over outputs. Outcome data is generally superior in providing information that can be used to improve programs and services. For instance, simply knowing how many students are processed through Financial Aid says little about Financial Aid processes.



Adapted from Manning, T. & Wells, D. (2009). *The Nuts and Bolts of Outcome Assessment*. Retrieved from www.cpcc.edu/ie/nuts_and_bolts_training_2009.ppt.