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.

Inputs	Activities	Outputs	Outcomes
Resources What comes into the system? Staff Buildings Facilites State funds Constraints Laws State regulations	Services/Processes What are we doing with the inputs? Education Programs Services Counseling Advising Student activities	Products/Results of Activities How much/how many? Numbers served Program counts Number of classes taught Graduation rates Retention rates Tracking	What is the effect on/benefit to poeple? New Knowledge Increased skills Changed values Modified behavior New opportunities Improved condition Increased satisfaction Increased efficiency

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.