

Service Area Outcomes Rubric

SAOs are reviewed by the Accreditation and Outcomes Committee (AOC). The AOC recognizes that employees in each area are experts in their own programs. The purpose of the AOC review is not to question the validity of an outcome, but to ensure that the outcomes meet the following four criteria using the given rubric.

The rubric is built to measure each outcome for an area. Multiple outcomes will require multiple tables.

AREA:		
SAO:		
OUTCOMES CRITERIA	YES	NO
SAO is student-focused		
SAO uses action verbs from Bloom’s Taxonomy*		
SAO is measurable		
SAO is aligned with the mission of the area and the Strategic Initiatives.		

*AOC best practices discourage using *understand* or *understanding* as an action verb. Similarly, the use of “*demonstrate an understanding*” or “*demonstrate the ability to*” often makes SAOs unnecessarily wordy.

Action Verbs from Bloom’s Taxonomy (1956) approved by the AOC

Knowledge

Arrange, define, describe, enumerate, identify, indicate, know label, list, match, memorize, name, read(s), recall, recognize, record, relate, repeat, reproduce, select, state, view, underline

Comprehension

Classify, cite, convert, defend, describe, discuss, distinguish, estimate, explain, express, generalize, give example(s), identify, indicate, infer, locate, paraphrase, predict, recognize, report, restate, review, select, suggest, summarize, tell, trace, translate

Application

Act, administer, apply, articulate, assess, change, chart, choose, collect, compute, construct, contribute, control, demonstrate, determine, develop, discover, dramatize, employ, establish, extend, give example(s), illustrate, implement, include inform, instruct, interpret, investigate, prepare, preserve, produce, project, provide, relate, report, schedule, show sketch solve teach, transfer, translate, use, utilize, write

Analysis

Analyze, appraise, break(s) down, calculate, categorize, compare, contrast, correlate, criticize, debate, determine, diagram, differentiate, discriminate, distinguish, examine, experiment, focus, identify, illustrate, infer, inspect, inventory, limit, outline, point out, prioritize, question, recognize, relate, select, separate, subdivide, solve, test

Synthesis

Adapt, anticipate, arrange, assemble, categorize, collaborate, collect, combine, communicate, compile, compose, construct, create, design, devise, develop, explain, express, facilitate, formulate, generate, incorporate, individualize, initiate, integrate, model, modify, negotiate, organize, perform, plan, prepare, produce, propose, rearrange, reconstruct, reinforce, relate, reorganize, revise, set up, structure, substitute, validate, write

Evaluation

Appraise, argue, assess, attach, choose, compare, conclude, contrast, criticize, critique, decide, defend, enumerate, estimate, evaluate, grade, interpret, judge, justify, measure, predict, rate, reframe, revise, score, select, support, value

Bloom's Taxonomy Verb List Sources:

- https://www.ship.edu/globalassets/ucc/bloom_s-verb-list.pdf

Updated 2/18/20

Approved