

Institutional Learning and Administrative Outcomes Framework

Student Learning Outcomes Classification System

<i>Domain</i>	<i>Competency</i>	<i>Concise Definition</i>	<i>Representative Skills</i>	<i>Direct Measure Examples</i>
<i>I. Cognitive & Analytical</i>	Critical Thinking & Problem-Solving	Examines issues and evidence from multiple perspectives to draw sound conclusions and propose informed solutions.	Analyzing systems, evaluating arguments, synthesizing ideas, designing solutions	Case studies, policy briefs, strategic plans, program reviews, capstone projects, portfolios, hypothesis creation and testing
	Information Literacy	Locates, evaluates, and ethically uses information to answer questions and solve problems.	Research, source evaluation, literature synthesis, reference management	Research papers, annotated bibliographies, literature reviews
	Data Literacy	Collects, interprets, visualizes, and communicates data to support decision-making.	Survey design, trend analysis, dashboard development, statistical interpretation	Data analytics projects, dashboards, infographics, research posters, graphs and charts
<i>II. Communication & Interpersonal Skills</i>	Written Communication	Writes clearly and/or persuasively for multiple audiences and purposes.	Writing, proposal creation, reflective writing, editing	Reports, essays, white papers, strategic plans, memos
	Verbal Communication	Effectively exchanges ideas through oral, visual, and nonverbal communication skills (e.g., body language, eye contact with the audience).	Presenting, facilitating discussion, active listening, feedback	Presentations, debates, oral exams, workshops

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	Collaboration & Teamwork	Works constructively with others toward shared goals through trust and accountability.	Team coordination, conflict resolution, shared problem-solving	Group projects, team evaluations, co-authored work
	Emotional Intelligence	Recognizes and manages emotions to support relationships, leadership, and collaboration.	Empathy, adaptability, conflict management, self-reflection	Peer evaluations, leadership reflections, role-play assessments
III. Innovation & Professional Practice	Disciplinary Knowledge & Skills	Content knowledge relevant to the specific field of study.	Identify, describe, explain, categorize, match	Competency/disciplinary exams, licensure exams, quizzes, written and oral assessments focused on evaluating disciplinary knowledge
	Creativity & Innovation	Generates original ideas, products, or processes that lead to meaningful improvements.	Ideation, prototyping, experimentation, design thinking	Design portfolios, innovation proposals, prototypes
	Adaptability & Resilience	Adjusts effectively to change, feedback, and uncertainty while sustaining performance.	Learning new systems, shifting priorities, reflective improvement	Internship evaluations, growth reflections, iterative projects
	Leadership & Responsibility	Guides individuals or teams with integrity, accountability, and ethical judgment.	Mentoring, delegation, strategy development, decision-making	Leadership projects, supervisory assessments, strategic initiatives
	Career & Professional Development	Pursues career pathways through professionalism, initiative, and lifelong learning.	Goal setting, networking, portfolio development, self-assessment	Resumes, professional portfolios, development plans

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IV. Civic and Ethical Citizenship	Ethical Awareness	Evaluates ethical dilemmas and applies principled reasoning to real-world situations.	Ethical reasoning, responsible decision-making, critical thinking and analysis	Ethics case studies, self-reflection, role-based evaluations
	Civic Literacy	Understands civic systems, democratic processes, and the rights and responsibilities of citizenship.	Civic knowledge, government structures, public participation	Engagement portfolios, service-learning documentation, Civic Literacy test
	National and International Awareness	Develops the knowledge, analytical skills, and motivation to understand and engage with local, national, international, and global issues across multiple perspectives.	Comparative analysis, Systems thinking, Information literacy, Problem solving	Multi-perspective case studies, comparative research, global issue analysis,
V. Digital & Technological	Digital Literacy	Uses digital tools ethically and creatively to communicate, collaborate, and produce knowledge.	Digital content creation, platform navigation, accessibility practices	E-portfolios, multimedia projects, virtual presentations
	Information Technology & Cybersecurity	Applies computing systems and security practices to manage and protect digital information.	System configuration, data security, troubleshooting	Cybersecurity simulations, IT project plans, compliance checklists
	AI Literacy	Uses and evaluates AI responsibly, understanding its limits, risks, and ethical implications.	Prompt design, bias mitigation, output validation, transparency	AI-assisted projects, prompt exercises, ethical reflections, evaluation of AI outputs for accuracy

Program and Administrative Outcome Classification System

Domain	Outcome Area	Concise Definition	Representative Measures
<i>I. Assessment, Planning & Continuous Improvement</i>	Assessment & Evidence-Based Decision Making	Uses systematic data collection and analysis to inform decisions, demonstrate accountability, and drive continuous improvement.	Assessment completion rates, improvement plan implementation, dashboard usage, rubric-based scoring, cycle-closure documentation
	Strategic Alignment & Institutional Effectiveness	Aligns unit goals and outcomes with FIU's mission, strategic plan, and institutional priorities.	Strategic alignment matrices, KPI contributions, annual report quality scores, plan-to-budget linkages, research
	Operational Excellence & Process Improvement	Improves efficiency, consistency, and service quality through optimized workflows and quality assurance.	Cycle-time reductions, automation outcomes, error/rework rates, service turnaround times, Lean/Six Sigma results
<i>II. Student Success & Learning Environment</i>	Student Engagement	Fosters participation and motivation in academic and co-curricular experiences.	NSSE results, event attendance, leadership participation, mentoring engagement, survey items
	Learning Support	Provides academic resources and faculty development that enhance teaching effectiveness and student achievement.	Tutoring utilization, success course completion, faculty development participation, GPA and pass-rate trends
	Retention & Graduation Rates	Supports student persistence, progression, and timely degree completion.	Retention and graduation rates, credit momentum, advising frequency, alert system utilization
	Credit Transfer & Articulation Efficiency	Ensures transparent and timely transfer credit evaluation and application.	Credits accepted, evaluation turnaround time, articulation coverage, benchmarking with peer R1 institutions

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	Student Support Services Effectiveness	Delivers high-quality non-academic services and/or co-curricular activities that promote well-being and success.	Service utilization, response times, case resolution rates, satisfaction surveys
	Financial Support & Resource Allocation	Distributes financial resources to promote affordability and success.	Aid coverage rates, fund utilization, processing times, budget variance and ROI analyses
III. Workforce & Career Readiness	Disciplinary Knowledge & Skills	Measuring pass rates or aggregate data on content knowledge relevant to the specific field of study.	Competency/disciplinary exams, licensure exams
	Career & Professional Development	Prepares students, faculty, and staff for career growth through skill development and experiential learning.	Career event participation, placement rates, professional development completion
	Industry Alignment & Workforce Readiness	Aligns programs and practices with current and emerging workforce needs.	Employer feedback, advisory board engagement, credential participation, employment trend analysis
	Internship & Experiential Learning Participation	Provides structured opportunities to apply learning in professional, civic, or research contexts.	Internship participation, supervisor evaluations, reflection artifacts, conversion to employment
	Graduate Outcomes & Employment Rates	Tracks graduate transitions to employment or advanced study and long-term success.	Exit surveys, employment rates, salary benchmarks, licensure pass rates
IV. Organizational Sustainability & Resource Management	Resource Allocation & Budget Efficiency	Optimizes financial and operational resources to achieve strategic goals responsibly.	Budget variance reports, cost savings, efficiency ratios, grant compliance

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	Infrastructure & Facilities Management	Maintains safe, functional, and sustainable physical and digital infrastructure.	Space utilization, maintenance turnaround, energy reduction, accessibility compliance
	Technology & Digital Transformation	Leverages digital systems to improve service delivery, access, and efficiency.	System uptime, LMS usage, cybersecurity incidents, automation outcomes
	Compliance, Risk & Accountability	Ensures adherence to policies, regulations, and accreditation standards through proactive risk management.	Audit results, compliance rates, accreditation milestones, corrective actions
<i>V. Human Capital & Workplace Environment</i>	Employee Engagement & Development	Promotes a supportive environment that fosters growth, satisfaction, and retention.	Engagement surveys, retention and promotion rates, leadership development participation
	Communication & Stakeholder Engagement	Strengthens transparency, collaboration, and trust through effective communication.	Communication satisfaction surveys, outreach analytics, meeting documentation
	Leadership & Organizational Learning	Builds leadership capacity and cross-unit learning to support innovation and accountability.	Leadership training participation, mentorship outcomes, cross-unit initiatives
<i>VI. External Partnerships & Public Impact</i>	Community & External Partnerships	Sustains mutually beneficial relationships that extend FIU's reach and impact.	Active MOUs, engagement hours, partnership funding, partner satisfaction
	Public Impact & Visibility	Demonstrates FIU's societal value through outreach, research, recognition, and measurable impact.	Media mentions, awards, community participation, economic impact studies, research

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<i>VII. Areas Already Included for Categorization</i>	Strategic Plan Alignment	Maps outcomes to FIU's 2025–2030 Strategic Plan priorities.	KPI progress, documented alignment, dashboard tagging, plan-driven budgets
	Carnegie – Community Engagement	Advances reciprocal partnerships that benefit communities and scholarship.	Engagement hours, service-learning participation, community feedback
	Carnegie – Leadership for Public Purpose	Develops leadership that addresses societal challenges and serves the public good.	Public leadership programs, civic initiatives, interdisciplinary projects
	Carnegie – Sustainability	Integrates sustainability and climate action across the institution's academic mission and practices.	Sustainability curriculum and research, climate-action initiatives, operational practices, community engagement