

# 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>
<b><i>I. Cognitive &amp; Analytical</i></b>	<b>Critical Thinking &amp; Problem-Solving</b>	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
	<b>Information Literacy</b>	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
	<b>Data Literacy</b>	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
<b><i>II. Communication &amp; Interpersonal Skills</i></b>	<b>Written Communication</b>	Conveys ideas clearly and persuasively in writing for multiple audiences and purposes.	Report writing, proposal development, reflective writing, editing	Reports, essays, white papers, strategic plans, memos

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	<b>Verbal Communication</b>	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
	<b>Collaboration &amp; Teamwork</b>	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
	<b>Emotional Intelligence</b>	Recognizes and manages emotions to support relationships, leadership, and collaboration.	Empathy, adaptability, conflict management, self-reflection	Peer evaluations, leadership reflections, role-play assessments
<b>III. Innovation &amp; Professional Practice</b>	<b>Creativity &amp; Innovation</b>	Generates original ideas, products, or processes that lead to meaningful improvements.	Ideation, prototyping, experimentation, design thinking	Design portfolios, innovation proposals, prototypes
	<b>Adaptability &amp; Resilience</b>	Adjusts effectively to change, feedback, and uncertainty while sustaining performance.	Learning new systems, shifting priorities, reflective improvement	Internship evaluations, growth reflections, iterative projects
	<b>Leadership &amp; Responsibility</b>	Guides individuals or teams with integrity, accountability, and ethical judgment.	Mentoring, delegation, strategy development, decision-making	Leadership projects, supervisory assessments, strategic initiatives
	<b>Career &amp; Professional Development</b>	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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<b>IV. Civic and Ethical Citizenship</b>	<b>Ethical Awareness</b>	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
	<b>Civic Literacy</b>	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
	<b>National and International Awareness</b>	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,
<b>V. Digital &amp; Technological</b>	<b>Digital Literacy</b>	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
	<b>Information Technology &amp; Cybersecurity</b>	Applies computing systems and security practices to manage and protect digital information.	System configuration, data security, troubleshooting	Cybersecurity simulations, IT project plans, compliance checklists
	<b>AI Literacy</b>	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

<b>Domain</b>	<b>Outcome Area</b>	<b>Concise Definition</b>	<b>Representative Measures</b>
<b><i>I. Assessment, Planning &amp; Continuous Improvement</i></b>	<b>Assessment &amp; Evidence-Based Decision Making</b>	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
	<b>Strategic Alignment &amp; Institutional Effectiveness</b>	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
	<b>Operational Excellence &amp; Process Improvement</b>	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
<b><i>II. Student Success &amp; Learning Environment</i></b>	<b>Student Engagement</b>	Fosters participation and motivation in academic and co-curricular experiences.	NSSE results, event attendance, leadership participation, mentoring engagement, survey items
	<b>Learning Support</b>	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
	<b>Retention &amp; Graduation Rates</b>	Supports student persistence, progression, and timely degree completion.	Retention and graduation rates, credit momentum, advising frequency, alert system utilization
	<b>Credit Transfer &amp; Articulation Efficiency</b>	Ensures transparent and timely transfer credit evaluation and application.	Credits accepted, evaluation turnaround time, articulation coverage, benchmarking with peer R1 institutions

<b>Domain</b>	<b>Outcome Area</b>	<b>Concise Definition</b>	<b>Representative Measures</b>
	<b>Student Support Services Effectiveness</b>	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
	<b>Financial Support &amp; Resource Allocation</b>	Distributes financial resources to promote affordability and success.	Aid coverage rates, fund utilization, processing times, budget variance and ROI analyses
<b>III. Workforce &amp; Career Readiness</b>	<b>Career &amp; Professional Development</b>	Prepares students, faculty, and staff for career growth through skill development and experiential learning.	Career event participation, placement rates, professional development completion
	<b>Industry Alignment &amp; Workforce Readiness</b>	Aligns programs and practices with current and emerging workforce needs.	Employer feedback, advisory board engagement, credential participation, employment trend analysis
	<b>Internship &amp; Experiential Learning Participation</b>	Provides structured opportunities to apply learning in professional, civic, or research contexts.	Internship participation, supervisor evaluations, reflection artifacts, conversion to employment
	<b>Graduate Outcomes &amp; Employment Rates</b>	Tracks graduate transitions to employment or advanced study and long-term success.	Exit surveys, employment rates, salary benchmarks, licensure pass rates
<b>IV. Organizational Sustainability &amp; Resource Management</b>	<b>Resource Allocation &amp; Budget Efficiency</b>	Optimizes financial and operational resources to achieve strategic goals responsibly.	Budget variance reports, cost savings, efficiency ratios, grant compliance
	<b>Infrastructure &amp; Facilities Management</b>	Maintains safe, functional, and sustainable physical and digital infrastructure.	Space utilization, maintenance turnaround, energy reduction, accessibility compliance

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

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