

# Writing Student Service Outcomes (SSOs) for Student Support Services

**Student Service Outcomes (SSOs) are:** Specific and measurable statements of what students will know, appreciate, or be able to do as a direct result of engaging with the department's services.

The key considerations when writing outcomes for support service departments are that they are:

- Clearly stated, precise, and concisely written
- Expressed in terms of the student
- Realistic and achievable
- Aligned clearly to the department goals
- Measurable, an observable behavior
- Uses action verbs to clearly identify what students will specifically know, appreciate, or be able to do as a direct result of engaging with the department's services.
- Publicly available, known, and easy to find

## One Possible Structure of a Student Service Outcome (SSO) for a Support Service

“Students will be able to [action verb] [specific knowledge, ability, or appreciation] to [person, place, or thing and purpose].”

- See [Bloom's Taxonomy of Measurable Verbs](#), via NILOA, for examples of usable verbs.
- The Student Service Outcomes are not just for internal use, but also for informing stakeholders within and beyond the university. Make sure that they are written for a general audience and, when finalized, are prominently displayed on your department's website.

## An Example of a Student Service Outcome (SSO)

“Students will be able to **locate and recognize** the mission, goals, and student learning outcomes of an academic program through **the academic department's program webpage and NJIT's DegreeFinder.**”