

Blue shading indicates the main Student Affairs Outcome Domains to which all departmental outcomes should map. In each section there are example student and staff/department outcomes to use as a guide.

<b>Priority 1: Ensuring Student Welfare: Diversity, Climate and Wellness</b>	
STUDENT OUTCOMES	STAFF AND DEPARTMENTAL OUTCOMES
<i>Identity Awareness - Understand and value the multiple dimensions of self</i>	
<ul style="list-style-type: none"> <li>• Understand the influence of developmental experiences on sense of self</li> <li>• Use understanding of identity in defining and pursuing life purpose, meaning, and values</li> <li>• Engage in a process of identity exploration</li> <li>• Understand one’s values, beliefs, and attitudes.</li> <li>• Progress toward integration of multiple components of identity (e.g. race, ethnicity, culture, gender, sexual orientation, and SES) in support of a secure sense of self</li> </ul>	<ul style="list-style-type: none"> <li>• Foster identity development through programs and services</li> <li>• Understand how developmental experiences influence how students interact with and move through their college experience</li> <li>• Possess a working knowledge of student development theory</li> <li>• Tailor programs to acknowledge differences in identity</li> <li>• Provide opportunities for students to explore their own identities and backgrounds</li> </ul>
<i>Diversity and Climate - Understand and interact effectively with others in a complex and evolving environment.</i>	
<ul style="list-style-type: none"> <li>• Listen openly and engage in respectful dialogue</li> <li>• Reflect upon and learn about self and others as members of a social group(s) in the context of systems of privilege and oppression</li> <li>• Develop competencies to work with differences, disagreements, and conflicts</li> <li>• Identify individual and collective actions for interrupting injustices and building alliances to promote greater social justice.</li> <li>• Promote an inclusive environment that respects individuals while valuing the perspectives of people from different backgrounds.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide programs that allow students to engage in dialogue across difference</li> <li>• Develop competencies to work with differences, disagreements, and conflicts</li> <li>• Promote an inclusive environment that respects individuals while valuing the perspectives of people from different backgrounds.</li> <li>• Ensure that all students are introduced to the UCLA Principles of Community</li> <li>• Maintain an open, safe, and inclusive environment for students to engage with other students, faculty, staff, families, friends, and the campus community at large.</li> </ul>
<i>Healthy Self-Management - Develop practical skills and attitudes to promote personal well-being</i>	
<ul style="list-style-type: none"> <li>• Understand the campus conditions and individual circumstances that affect wellness</li> <li>• Develop and use healthy strategies to enhance wellbeing, cultivate positive emotions, reduce stress, and create balance in life</li> <li>• Identify mechanisms for managing stress</li> <li>• Effectively negotiate competing demands</li> <li>• Utilize effective time management skills</li> </ul>	<ul style="list-style-type: none"> <li>• Foster the physical and emotional health and wellness of students through programs and services</li> <li>• Intervene and make effective referrals to assist students in crisis</li> <li>• Support the Healthy Campus Initiative</li> <li>• Understand the campus conditions and individual circumstances that affect wellness</li> </ul>
<b>Priority 2: Meeting Students Where They Are: Leadership Development</b>	
STUDENT OUTCOMES	STAFF AND DEPARTMENTAL OUTCOMES
<i>Global Citizenship - Practice responsible citizenship in our global society</i>	
<ul style="list-style-type: none"> <li>• Understand connections between local and global issues and between contemporary and historical contexts</li> <li>• Recognize the impact of one’s decisions in a global context.</li> <li>• Engage in campus, community and civic life</li> <li>• Promote social justice and improving the lives of all members of the community.</li> <li>• Engage in community service</li> </ul>	<ul style="list-style-type: none"> <li>• Enhance students' capacity to contribute to society in local and global contexts</li> <li>• Provide opportunities for students to learn how to effectively advocate for their needs and the needs of their communities</li> <li>• Effectively communicate policies, procedures, and regulations in an accurate, culturally-sensitive, friendly, and timely manner</li> <li>• Facilitate cultural adjustment, cross-cultural learning, and communication</li> <li>• Promote civic engagement and community development</li> </ul>
<i>Career &amp; Life Purpose – Develop thoughtful and deliberate educational and career strategies</i>	
<ul style="list-style-type: none"> <li>• Conduct productive exploration of careers and self</li> <li>• Understand the relativity of one’s own competencies, limitations and skills to career options</li> <li>• Develop the ability to analyze and integrate knowledge from diverse perspectives to inform views, values and decision-making</li> <li>• Translate skills and knowledge gained inside and outside the classroom to broader employment contexts</li> <li>• Cultivate the skills to pursue career and life goals with confidence and integrity.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide information about career options</li> <li>• Assist students with identifying and articulating transferable skills</li> <li>• Mentor students and provide constructive feedback for improving skills</li> <li>• Assist students in developing mentoring relationships</li> <li>• Give students real world experiences in working with others, practicing professional principles, and designing and implementing action oriented solutions to real life problems</li> </ul>

<i>Leadership &amp; Team Skills – Work effectively in various roles within groups</i>	
<ul style="list-style-type: none"> <li>• Understand and negotiate membership and leadership roles within a group</li> <li>• Elicit and respect the views of others to reach consensus</li> <li>• Understand and practice academic and personal integrity</li> <li>• Work collaboratively to develop and maintain productive relationships</li> <li>• Communicate effectively and resolve conflicts with civility</li> </ul>	<ul style="list-style-type: none"> <li>• Provide opportunities for students to develop the skills necessary for leadership and active participation in an increasingly diverse and global society</li> <li>• Provide frameworks for understanding leadership styles and group behavior</li> <li>• Promote student development around collaboration and coalition-building</li> <li>• Support and advise student groups through their leadership development efforts</li> </ul>
<b>Priority 3: Supporting the Academic Enterprise: Enrollment Management and Student Success</b>	
STUDENT OUTCOMES	STAFF AND DEPARTMENTAL OUTCOMES
<i>Enrollment Management –Build and support a strong pipeline of highly talented students</i>	
<ul style="list-style-type: none"> <li>• Engage in outreach efforts for various communities</li> <li>• Build sustainable relations with community partners</li> <li>• Know what resources and support systems are available to students</li> <li>• Develop individual and institutional best practices for retention</li> </ul>	<ul style="list-style-type: none"> <li>• Recruit and yield critical mass of underrepresented populations</li> <li>• Uphold commitment to build strategic partnerships and alliances with community organizations and local schools</li> <li>• Build long-term relations with community partners</li> <li>• Know what resources and support systems are available to students (and make appropriate referrals)</li> <li>• Develop individual and institutional best practices for retention</li> <li>• Provide culturally relevant resources for prospective and current students and their families</li> </ul>
<i>Educational Affordability—Identify and cultivate financial support systems</i>	
<ul style="list-style-type: none"> <li>• Engage in long-term planning for educational expenses</li> <li>• Know the resources and opportunities such as work-study options and alike</li> <li>• Understand the consequences of financial choices; the terms of the loan, rights and responsibilities</li> <li>• Practice managing personal resources to meet expending needs and demand</li> </ul>	<ul style="list-style-type: none"> <li>• Develop financial literacy resources and programs</li> <li>• Increase the knowledge of prospective and enrolled students about financial aid and scholarship options and associated deadlines and eligibility criteria</li> <li>• Ensure timely, accurate and efficient processing of financial aid funds using of the most current technology</li> <li>• Provide necessary information and tools to ensure students are adequately prepared to navigate loan repayment upon leaving school</li> </ul>
<i>Academic Success – Provide a range of support services and opportunities to ensure students are able to engage effectively with educational experiences.</i>	
<ul style="list-style-type: none"> <li>• Engage with educational experience through co-curricular programs and services</li> <li>• Develop critical thinking skills</li> <li>• Utilize online tools as a method of engagement with instructors and resources</li> <li>• Develop effective study skills incorporating individual learning styles</li> </ul>	<ul style="list-style-type: none"> <li>• Provide co-curricular programs and services that promote the development of competencies needed to engage with the academic experience</li> <li>• Develop innovative ways to partner with faculty and academic administration to support student academic success</li> <li>• Incorporate innovative online tolls for increased academic engagement</li> <li>• Provide opportunities for staff and faculty to understand the individual learning styles and challenges for students</li> </ul>
<b>Priority 4: Effectively Steward Resources</b>	
STUDENT OUTCOMES	STAFF AND DEPARTMENTAL OUTCOMES
<i>Constituent Service—Provide caring and comprehensive services to SA constituents</i>	
<ul style="list-style-type: none"> <li>• Offer regular feedback to improve student services</li> <li>• Know reporting mechanisms for complaints and reporting discrimination</li> <li>• Communicate expectations for, and gaps in service to appropriate entities on campus</li> </ul>	<ul style="list-style-type: none"> <li>• Assess and understand the needs of constituents</li> <li>• Develop cost effective processes and programs to meet constituent needs</li> <li>• Ensure that a constituent feels heard and understood</li> <li>• Explain options and information in a clear and respectful manner</li> <li>• Develop and enhance performance standards</li> <li>• Advocate for change to institutional policies to support student success</li> <li>• Provide and communicate mechanisms for students to offer feedback</li> </ul>