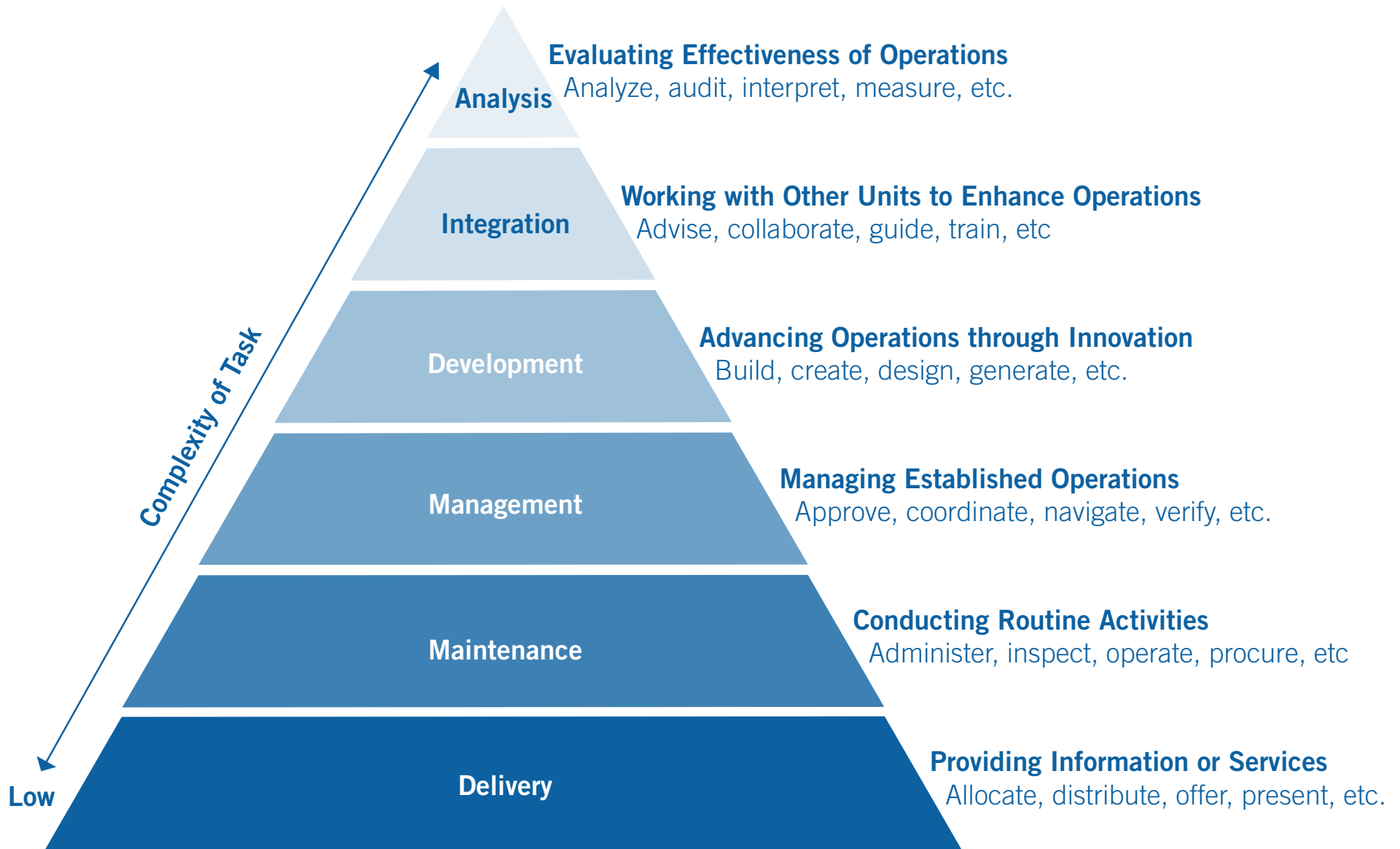




Shults Dorime Williams Support Outcomes Taxonomy





Descriptors

Appropriateness	Completeness	Consistency	Quality	Timeliness
Appropriately	Accurate	Consistent	Acceptable	Concise
Increase/Decrease	Complete	Constant	Adequate	Efficient
Meaningful	Comprehensive	Continually	Clearly	Prompt
Necessary	Fully	Reliable	Competent	Timely
Needed	Integrated	Seamlessly	Correctly	Updated
Reduce/Expand	Systematic	Uniform	Effective	
Relevant	Thorough		Excellent	
Required			Quality	
Specific			Satisfactory	
Targeted			Sufficient	
Useful				

Assessment Measures

Direct Measures	Indirect Measures
Activity Accuracy, Activity Volume, Benchmarks	Focus Groups
Industry Standards, Log Data, Pre-test/Post-test	Qualitative Data
Rates, Ratios, Quality Assurance, Transactions	Surveys (i.e. opinions, satisfaction)