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| --- | --- | --- | --- |
| **Unit Name** |  | Contact Name |  |
| Department |  | & Phone |  |
| College/Division |  | Plan Effective Dates |  |
| Accreditor |  | Next Accreditation or Program Review Date |  |

**Unit Mission Statement** (brief, concise statement of the unit’s purpose)

Replace this text with your Mission Statement.

**Statement on Alignment of Unit Mission w/ University and College Mission** (brief articulation of unit’s alignment at each level)

Replace this text with your Mission Alignment Statement.

| **Operational Outcome (OO)***What will unit do to improve effectiveness or efficiency?* | **Data Source***Where will the data be collected for this analysis? Who is responsible for collecting the data?* | **Time Period***How frequently is data collected for this outcome?* | **Method(s)***How will you determine the result of this outcome?* | **Measure(s)***What rubric or standard will be used to determine success? How does the standard define success?* | **Target(s)***What is the performance standard?* | **Related …**  |
| --- | --- | --- | --- | --- | --- | --- |
| ***Division Goal or Directive*** | ***WCU Strategic Goal or Directive*** |
| *Measurable* *statement* of the desired outcome of the unit. | Activity where data is collected and who is responsible for collecting the data. | Time period when the data is collected. This should be one of: Yearly (AY), Yearly (Calendar), Semester, Quarter, Monthly, Weekly, Daily, or As Occurs. | Methods of assessment are the means of gathering the data (i.e., report, call log). If an instrument is used, it should be included. Indicate whether the method is Direct or Indirect. | Measures are the processes by which a specified outcome will be evaluated (i.e., rubric, evaluation instrument). If an instrument is used, it should be included. | Targets indicate the level of performance expected to be achieve (i.e., % of calls answered within 30 seconds). This is not the expectation of an individual event. |  |  |
| Replace this text with your Operational Outcome. | Replace this text with your Data Source. | Replace this text with your Time Period. | Replace this text with your Method(s). | Replace this text with your Measure(s). | Replace this text with your Target(s). |  |  |