

**Office of Institutional Assessment**  
**Plan for Support Services Assessment (2022-2027)**  
**Western Carolina University**

Please complete an assessment plan using the template below, which covers the years in the second five-year term of our 10-year institutional accreditation cycle. All outcomes are to be measured twice within a 5-year period; we recommend entering 5-6 outcomes on your assessment plan.

Support Service Unit:

**Outcome 1**

**Type of Outcome:**

*Example: (Operational) Increase program enrollment by 5% annually.*

*(Co-Curricular/Student Learning) Student employees will identify transferable skills developed during employment.*

**Outcome** *(Enter outcome language):*

**How will the outcome be measured?**

*Cost Effectiveness:* A review of budget funding utilized by your unit

*External Data Review:* Use and analysis of data collected by OIPE, such as Census Data, Student Body Profiles, or other critical information

*Internal Data Review:* Use and analysis of performance metrics, such as response rate, number of students enrolled, etc.

*Survey:* A questionnaire to collect stakeholder responses

*Other:* Another assessment method not included here.

Other:

**Academic years when assessment and reporting will occur for this outcome:**

*(Select all that apply; Press Ctrl to select multiple options).*

**Outcome 2**

**Type of Outcome:**

*Example: (Operational) Increase program enrollment by 5% annually.*

*(Co-Curricular/Student Learning) Student employees will identify transferable skills developed during employment.*

**Outcome** *(Enter outcome language):*

**How will the outcome be measured?**

*Cost Effectiveness:* A review of budget funding utilized by your unit

*External Data Review:* Use and analysis of data collected by OIPE, such as Census Data, Student Body Profiles, or other critical information

*Internal Data Review:* Use and analysis of performance metrics, such as response rate, number of students enrolled, etc.

*Survey:* A questionnaire to collect stakeholder responses

*Other:* Another assessment method not included here.

Other:

**Academic years when assessment and reporting will occur for this outcome:**

*(Select all that apply; Press Ctrl to select multiple options.)*

### **Outcome 3**

#### **Type of Outcome:**

*Example: (Operational) Increase program enrollment by 5% annually.*

*(Co-Curricular/Student Learning) Student employees will identify transferable skills developed during employment.*

**Outcome** *(Enter outcome language):*

#### **How will the outcome be measured?**

*Cost Effectiveness: A review of budget funding utilized by your unit*

*External Data Review: Use and analysis of data collected by OIPE, such as Census Data, Student Body Profiles, or other critical information* *Internal Data Review: Use and analysis of performance metrics, such as response rate, number of students enrolled, etc.*

*Survey: A questionnaire to collect stakeholder responses*

*Other: Another assessment method not included here.*

Other:

#### **Academic years when assessment and reporting will occur for this outcome:**

*(Select all that apply; Press Ctrl to select multiple options.)*

### **Outcome 4**

#### **Type of Outcome:**

*Example: (Operational) Increase program enrollment by 5% annually.*

*(Co-Curricular/Student Learning): Student employees will identify transferable skills developed during employment.*

**Outcome** *(Enter outcome language):*

#### **How will the outcome be measured?**

*Cost Effectiveness: A review of budget funding utilized by your unit*

*External Data Review: Use and analysis of data collected by OIPE, such as Census Data, Student Body Profiles, or other critical information* *Internal Data Review: Use and analysis of performance metrics, such as response rate, number of students enrolled, etc.* *Survey: A questionnaire to collect stakeholder responses*

*Other: Another assessment method not included here.*

*Other: Another assessment method not included here.*

Other:

#### **Academic years when assessment and reporting will occur for this outcome:**

*(Select all that apply; Press Ctrl to select multiple options.)*

## **Outcome 5**

### **Type of Outcome:**

Example: *(Operational)* Increase program enrollment by 5% annually.

*(Co-Curricular/Student Learning)* Student employees will identify transferable skills developed during employment.

**Outcome** *(Enter outcome):*

### **How will the outcome be measured?**

*Cost Effectiveness:* A review of budget funding utilized by your unit

*External Data Review:* Use and analysis of data collected by OIPE, such as Census Data, Student Body Profiles, or other critical information

*Internal Data Review:* Use and analysis of performance metrics, such as response rate, number of students enrolled, etc.

*Survey:* A questionnaire to collect stakeholder responses

*Other:* Another assessment method not included here.

Other:

**Academic years when assessment and reporting will occur for this outcome** *(Select all that apply):*

*Press Ctrl to select multiple options.*

## **Outcome 6**

### **Type of Outcome:**

Example: *(Operational)* Increase program enrollment by 5% annually.

*(Co-Curricular/Student Learning)* Student employees will identify transferable skills developed during employment.

**Outcome** *(Enter outcome):*

### **How will the outcome be measured?**

*Cost Effectiveness:* A review of budget funding utilized by your unit

*External Data Review:* Use and analysis of data collected by OIPE, such as Census Data, Student Body Profiles, or other critical information

*Internal Data Review:* Use and analysis of performance metrics, such as response rate, number of students enrolled,

etc. *Survey:* A questionnaire to collect stakeholder responses

*Other:* Another assessment method not included here.

Other:

**Academic years when assessment and reporting will occur for this outcome** *(Select all that apply):*

*Press Ctrl to select multiple options.*