

**Office of Institutional Assessment  
Unit Review -Support Services  
Self-Study Guidance Document**

The self-study consists of a brief, yet comprehensive, response to each Standard's principles.

Please include an **executive summary** at the beginning of the document (maximum length – 2 pages).

**The narrative section**, including explanations for each bolded Standard, usually ends up totaling ~15 pages.

All relevant supporting documentation should appear as **appendices** at the end of the document.

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Format and Structure of Report

For each **bolded Standard below**, please address the related principles in the self-study report and include the designated supporting documentation.

**Standard 1 – History and Description of Unit:**

- a. State the primary purpose and key functions of the unit, include the unit's mission statement.
- b. List the unit goals/priorities.
- c. Summarize the history of the unit on campus.
- d. Describe the structure of the unit and how it is organizationally situated within the institution.
- e. Provide an organizational chart of the unit with every employee identified by name and title, as well as a concise list of the primary duties carried out by each employee **in table format**. Include a resumé for each full-time employee.  
*If applicable, describe the number of student employees and/or graduate assistants in the unit and indicate their job duties within the unit.*
- f. Describe the extent to which the program addressed the recommendations set forth by the previous program review. If the unit has not undergone a program review, please indicate this in your narrative.

**Supporting Documentation:**

- Organizational chart of unit including every employee by name and title.
- List of primary duties for each employee in table format.
- Resumés for each full-time employee.
- *If applicable:* Number of student employees and/or graduate assistants along with their job duties.

### Standard 2 – Alignment with WCU Mission, Vision, and Values:

- a. How does the unit's mission align with the University's mission and strategic plan?  
How does it align with the division's mission and strategic plan?
- b. How has the unit's purpose changed in the past five years?
- c. How do you expect the unit's purpose to change in the next five years?

#### Supporting Documentation:

- [WCU Strategic Plan](#) (only the language relevant to your unit's alignment)

### Standard 3 – Unit Demand:

- a. Who are the key participants in the unit's programs and services?
- b. How do you identify and measure the demand for the unit's programs and services?
- c. List other units on campus your unit interacts with most. Briefly describe the nature of those interactions.
- d. List units on campus that provide related programs and services.
- e. Describe the unique contributions of the unit.

### Standard 4 – Quality:

- a. How do you identify and measure the quality of the unit's programs and services? List the benchmarks used to assess quality.
- b. How do you use the results of quality assessments to improve programs and services? Provide specific examples.
- c. What were the major unit accomplishments within the past five years? Include those directly related to unit functions and/or those related to University's strategic goals.

#### Supporting Documentation:

- Previous Continuous Improvement Reports (CIRs) in [Xitracs](#)

### Standard 5 – Cost Effectiveness:

- a. How do you identify and measure cost effectiveness of this unit? List the benchmarks used to assess cost effectiveness.
- b. Attach an itemized spreadsheet (see link below) outlining ALL revenues/resources generated and expenses incurred for the unit for the past three years.

#### Supporting Documentation:

- Budget Spreadsheet
- Anticipated Future Budget Needs

## Standard 6 – Opportunity Analysis:

- a. How can the unit's programs and services be enhanced? Examples might include automation of processes, collaboration with other campus units, outsourcing to an independent contractor, etc.
- b. How do the activities of other units advance or hinder the effectiveness of the unit? Focus should be on those units that were identified in 3c.
- c. What programs and services offered by the unit are redundant or outside the scope of the unit's primary purpose?
- d. What are similar units at peer or aspirant institutions doing that this unit would like to do or perhaps need to do?
- e. What additional cost savings could be achieved in this units?
- f. What external funding opportunities (grants, contracts, etc.) exist that could be pursued by this unit? *If applicable, include any efforts to pursue funding to date.*
- g. What would it take to make the program exemplary?

**Budget Spreadsheet**

COSTS	Year 1		Year 2		Year 3	
	Budgeted	Expended	Budgeted	Expended	Budgeted	Expended
Salaries						
Equipment Purchases & Maintenance						
Printing						
Supplies						
Professional Development						
Memberships						
Accreditation Fees						
Travel Costs						
Other Costs (specify)						
Total Cost						

*See next page.*

Revenues (if applicable)

	Year 1		Year 2		Year 3	
	Budgeted	Expended	Budgeted	Expended	Budgeted	Expended
Tuition						
Student Fees						
Restricted Gifts						
Endowment Earnings						
Grants*						
Tickets						
Outside Contracts						
Other (specify)						
Total Revenue						

\*Please provide details regarding the grant term and possibility of renewal.

**Note:** If there is an unusual, nonrecurring cost or revenue item in any particular year, you may provide a written explanation (not to exceed ½ page in length).

Anticipated Future Budget Needs

Year Needed	Item	One-Time Cost	Recurring Cost