

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:

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).