I. Examples of unit mission statements

**Accounting Office** – The Accounting Office seeks (1) to provide administrators with accurate and timely financial data to assist them in the management of the institution’s resources, and (2) to ensure that financial records are maintained in accordance with generally accepted accounting principles and guidelines as established by State and Federal agencies.

**Office of the Registrar** – The Registrar’s Office is responsible for processing applications for admission, processing and reporting student enrollment, maintaining registered student records, receiving grades, and the processing of transcript information.

**Career Services Office** – The Career Services Office at Texas Christian University is an integral part of the educational process, assists students and alumni in assessing their career possibilities, setting their personal goals and achieving their objectives toward becoming productive citizens in the global community. While assisting its clients in identifying professional employment opportunities, University Career Services also provides the university community with insights into the ever-changing world of work to help develop realistic ways to better educate tomorrow’s leaders.

**Office of Assessment** – The Office of Assessment at Western Carolina University serves to promote excellence in student learning, educational practices and quality of service by establishing and maintaining a campus culture of self evaluation and improvement all levels of the institution. The Office provides leadership and support to the campus community in efforts to demonstrate that the University is fulfilling its institutional mission and to enhance Western Carolina University as a community of scholarship.

**Career Center** – The mission of the career center is to aid students in the successful transition from academia to the world of work, by preparing student realistically for the world after graduation. To accomplish this goal the Career Center offers an array of services from freshman year through graduation which include career counseling; three classes for academic credit, workshops and seminars on career-related subjects; assistance with resume writing and interviewing; and opportunities for part-time jobs, internships, and full-time jobs.

**Library** – The library strives to support and stimulate teaching and learning by providing an environment in which instruction and research can flourish. The college’s libraries aim to acquire, preserve, provide access to, and disseminate recorded knowledge in all its forms. Access will be provided through traditional and technological methods. The library will provide bibliographic, reference, and instructional support to student faculty, staff and the community.
II. Examples of **unit goals** with related **Service Unit Outcomes**

**Goal 1:** The office of Student Affairs will expand and strengthen student voice in college governance and the development of student services and other resources.

**Outcome 1:** Student participation in college-wide committees/councils, task forces, and focus groups will increase each academic year.

**Goal 2:** The Office of Institutional Effectiveness will provide planning, assessment, and evaluation services to meet the needs of the college.

**Outcome 2:** Faculty, administrators, and staff will increasingly use information to make decisions or assess the effectiveness of their area.

**Goal 3:** The Office of Institutional Effectiveness will promote a culture of inquiry and evidence at LBCC that focuses on promoting student success.

**Outcome 3:** LBCC faculty and staff will report an increased focus in their own areas (teaching or supporting an effective learning environment) on questions and data that relate to student success.

**Goal 4:** The Office of Risk Services will promote peace, order, and safety on campus by deterring and preventing criminal activity.

**Outcome 4a:** Faculty, staff, and students will feel safe when they are on the campus.

**Outcome 4b:** The number of crimes reported on both the LAC and PCC campuses will decrease annually.

**Goal 5:** Facilities and Maintenance will provide safe, clean, maintained and visually attractive buildings and grounds to be enjoyed by students, faculty, and staff.

**Outcome 5:** Faculty and staff will report they are satisfied with the safety, cleanliness, maintenance and visual attractiveness of the campus buildings and grounds they visit.

**Goal 6:** The Office of Institutional Effectiveness will expand ongoing and systematic outcomes assessment to all areas of the college.

**Outcome 6:** Instructional and non-instructional college units will document all steps of their annual assessment plan for their units/functional area/program into the TracDat database by November 1 of each year.
III. Other examples of SUOs:

Process SUOs

Faculty and staff will experience a decrease in the amount of time that submitted trouble tickets of a specified level of difficulty are resolved.

Student participation rates in transfer-related activities will increase each year.

District faculty and staff will receive accurate and regular operational updates on Facilities projects.

Faculty will experience improved access to duplication services by making it easier to submit copy job requests via the web.

Recipients of inter-district mail will receive mail in a timely manner.

Students and alumni will receive confirmation of transcript request fulfillment in a timely way.

Economic and Resource Development will manage all economic development grants to each grant’s delineated standards and expectations.

Satisfaction SUOs

Patrons will be satisfied with the library facilities and services.

Students will report that the supplemental learning activities they experience in the Success Centers contribute to their learning.

Faculty, staff and students will note superior grounds maintenance on both campuses except for damage caused by rabbits.