### Mission Statement

Cite the mission statement.

### Goals or Objectives (Outcomes) for 2012-2013

What are the specific goals or objectives of the support services unit? Link each outcome to all guiding principle(s) that apply:
- Diversity
- Service
- Student Success
- Stewardship
- Globalization
- Research
- Communication

### Guiding Principles

Link each outcome to all guiding principle(s) that established the scope of what was achieved?

### Means of Assessment & Criteria for Success

What are the specific assessment tools that established the scope of what was achieved?

What is the criterion (prediction) for success? (e.g., expected percentage of change; changes in numbers)

### Analysis of Data Collected

Summarize findings vis-à-vis outcomes, means of assessment, & criteria for success. If applicable, include the unit’s process for determining who participated in the assessment and the sample size.

What do the data tell us about this process in terms of goals, outcomes, and means of assessment, defined criteria for success, implementation process, and data collection?

### Use of Results

What does the data indicate about operations improvement:
- What, if anything, needs to be done?
- What resources are necessary to accomplish this?

What improvements have already been made?

Will the goal remain the same for 2013-2014? Will the assessment?

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<th>Goal #1</th>
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