**Academic & Student Services Evaluation (8.2.c) Template**

**Department/Unit**:

**Expectation**

**Expectation Name –** Efficient & Effective Operations Leading to Quality Academic & Student Services: The unit establishes and maintains efficient and effective operations, optimizing processes and resources (budgetary, human, technological, physical) to achieve targets.

**Expectation Description –** Please describe the following: 1) What is your unit/department trying to accomplish? 2) one measurable aspect/outcome relating to this expectation that is appropriate for your unit to evaluate this year; 3) why this aspect/outcome is important to evaluate; and 4) how this aspect/outcome relates to W&M's strategic plan, Vision 2026.

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| 1) What exactly would you like to evaluate?  2) Measurable aspect/outcome relating to this expectation that is appropriate for your unit to evaluate this year:  3) Why this aspect/outcome is important to evaluate:  4) How this aspect/outcome relates to W&M's strategic plan, Vision 2026: |

**Expectation Evaluation Plan**

**Participants –** Describe who is involved in collecting, reviewing, and analyzing your data/information.

**Data Sources, Collection, & Review Process –** Describe the data/information sources, collection, and review process: 1) what data/information you will collect and from what sources; 2) how/what methods and when you will collect the data/information; 3) when you will review the data/information and report the results.

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| 1) Data/information you will collect and the source of the data/information (e.g. students, faculty, database, external constituents, etc.):    2) How (methods) and when you will collect the data/information:    3) When you will review the data/information and report the results (NOTE: Results are due **on or before 3/31/2025**): |

**Expectation Achievement Target –** How will you know that you have met this expectation? Describe the intended qualitative and/or quantitative performance level(s)/outcome(s) of this evaluation (e.g., “We will know we have met our target if our department is able to review all student complaint forms by 02/14/2025.”)

We will know we have met our target if:

**Responsible Person(s) –** Enter the information for up to four individual(s) responsible for aspects of this evaluation process.

**Primary Responsible Person Name**

**Primary Responsible Person Title**

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**Primary Responsible Person Email**

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**Additional Responsible Person Name 1**

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**Additional Responsible Person Email 1**

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**Additional Responsible Person Name 2**

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**Additional Responsible Person Email 2**

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**Additional Responsible Person Name 3**

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**Additional Responsible Person Email 3**

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**Evaluation Results and Target Achievement**

**Summary and Analysis of Evaluation Results –** Summarize in this field the results of your evaluation for this expectation as outlined in your plan above. Include a description of what you evaluated. You may attach full results in Planning.

**Achievement Target Status –** Did you meet this expectation? Select “Met,” “Partially Met,” or “Not Met” from the dropdown list.

Choose an item.

**Interpretation & Use of Results –** Discuss the interpretation of your results, for example challenges you faced, best practices determined, things that may have influenced results, conclusions you can draw, etc. How are you planning to use or currently using the data?

**Action Plan –** *(IF THE ACHIEVEMENT TARGET STATUS IS PARTIALLY OR NOT MET) Describe actions to seek improvements and/or enhance student services/experiences - i.e., updates and changes you plan to implement to meet this expectation's achievement target in future evaluation cycles. Include the evidence used for identifying these changes and when the changes are being implemented. If you have already started to implement actions, state what you have done and what remains to be done.*

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| 1) Actions to seek improvements and/or enhance student services/experiences:  2) Evidence used for identifying changes and when changes are being implemented: |