

# Table of Contents

<b>Institutional Overview</b>	
01 Distinctive Features of Western's Institutional Culture .....	i
02 Scope of Educational Offerings .....	ii
03 Student Base .....	iii
04 Collaboration .....	iii
05 Faculty and Staff Base.....	iv
06 Critical and Distinctive Facilities, Equipment and Technologies, Regulatory Environment.....	iv
07 Key Opportunities and Vulnerabilities.....	vi
<b>Criterion One Helping Students Learn</b>	
Context for Analysis .....	1
Processes.....	6
Results .....	12
Improvement .....	18
<b>Criterion Two Accomplishing Other Distinctive Objectives</b>	
Context for Analysis .....	20
Processes.....	21
Results .....	22
Improvement .....	29
<b>Criterion Three Understanding Students' and Other Stakeholders' Needs</b>	
Context for Analysis .....	29
Processes.....	31
Results .....	35
Improvement .....	43
<b>Criterion Four Valuing People</b>	
Context for Analysis .....	44
Processes.....	46
Results .....	51
Improvement .....	54
<b>Criterion Five Leading and Communicating</b>	
Context for Analysis .....	56
Processes.....	59
Results .....	62
Improvement .....	64
<b>Criterion Six Supporting Institutional Operations</b>	
Context for Analysis .....	65
Processes.....	66
Results .....	67
Improvement .....	73

<b>Criterion Seven Measuring Effectiveness</b>	
Context for Analysis .....	74
Processes.....	79
Results .....	82
Improvement .....	83
<b>Criterion Eight Planning Continuous Improvement</b>	
Context for Analysis .....	83
Processes.....	84
Results .....	90
Improvement .....	91
<b>Criterion Nine Building Collaborative Relationships</b>	
Context for Analysis .....	92
Processes.....	93
Results .....	95
Improvement .....	98
<b>Glossary</b>	<b>99</b>
<b>Index to the Five Criteria for Accreditation</b>	<b>101</b>