



## **Criterion 1 Centrality to Mission**

### 1.1 Essentiality of the program

- 1.1.1 What is the purpose of the program? Why does it exist? What are the program's objectives? [250 word limit]
- 1.1.2 How has this purpose changed over the past 5 years? [100 word limit]
- 1.1.3 List departments on campus that are providing a service/function similar to the one provided by your program. How are the services provided by this program different? [50 word limit]
- 1.1.4 Are any services provided by this program legally mandated or required by regulation or executive order? \_\_\_\_\_

If yes, please list the required services and the source of the mandate or requirement. [bulleted lists]

### 1.2 Support for the university's mission

- 1.2.1 Describe how your program advances the learning centered, polytechnic mission of the university. [250 word limit]

### 1.3 Internal/external demand

- 1.3.1 Indicate the primary constituencies served by this program (check all that applies).

\_\_\_\_ Students                      \_\_\_\_ Faculty                      \_\_\_\_ Staff

\_\_\_\_ Whole campus      \_\_\_\_ Off-campus constituents (describe)

\_\_\_\_ Donors                      \_\_\_\_ Other (describe)

Use the box below to further define the constituencies served [25 word limit].

- 1.3.2 How do you measure the user demand for the program? [100 word limit]

1.3.3 Which of the following best describes when personnel in this program provide the program's services (choose all that apply)?

1. During regular business hours on weekdays
2. Before 8am
3. After 5pm
4. 24 hours
5. Weekends only
6. Seven days a week
7. Other (describe)

1.3.4 If the program does not provide services throughout all 12 months of the year, please indicate which of the following best describe when services are provided (choose all that apply).

1. Fall quarter
2. Winter quarter
3. Spring quarter
4. Summer quarter
5. One month (indicate which month\_\_\_\_\_)
6. Two weeks (indicate which weeks\_\_\_\_\_)
7. One week (indicate which week\_\_\_\_\_)
8. One to several days (indicate which days\_\_\_\_\_)

*For Faculty Support, Student Support and Constituent Relations programs only:*

1.3.5 How has the demand for the program changed in the past five years? [50 word limit]

1.3.6 How might demand for the program change over the next five years? [50 word limit]

1.3.7 Please tell us how many people or programs you support. How many of the following do you support or serve, on average, per week?

*For Faculty Support programs:*

\_\_\_\_\_ Faculty      \_\_\_\_\_ Courses      \_\_\_\_\_ Other

*For Student Support programs:*

\_\_\_\_\_ Students      \_\_\_\_\_ Programs      \_\_\_\_\_ Other

*For Constituent Relations programs:*

\_\_\_\_\_ Donors      \_\_\_\_\_ Community Organizations  
\_\_\_\_\_ Other

Explain briefly. [50 word limit]

## **Criterion 2 Quality/Outcomes**

- 2.1 What do users expect from your program? [100 word limit]
- 2.2 How is the quality of the program assessed and by whom? What professional groups, accrediting bodies, or other external organizations establish performance standards you must meet? [250 word limit]
- 2.3 List the campus or CSU departments or programs you consult to assess the quality of your program's practices? [100 word limit]
- 2.4 Summarize what user feedback, quality indicators, or benchmarking activities have to say about the quality of the program. [100 word limit]
- 2.5 Describe one example of a change made in the past 12 months that your program made in response to feedback or assessment. [100 word limit]
- 2.6 Estimate the number of hours per year per employee your employees spend in professional development activities related to this program. Optional: List the programs in which they participate. [bulleted list]
- 2.7 List any external recognition this program has received in the past five years. [bulleted list]
- 2.8 List any internal recognition this program has received in the past five years. [bulleted list]

### **Criterion 3 Efficiency**

*For Faculty Support, Student Support and Constituent Relations categories only:*

3.1 Utilization of human resources. One typical indicator of how efficiently a program utilizes human resources would be to calculate the number of contacts with users per employee per year (or other time unit). You will provide elsewhere the information necessary to calculate that indicator (e.g., numbers served in 1.1.6, number of employees in the Program Background and your service period in 1.1.4).

3.1.1 If there is a better indicator of how efficiently the program uses human resources, describe what it is and provide your estimate for this indicator for 2006-07. [100 word limit]

3.1.2 Discuss any factors that might make the indicator of how efficiently the program uses human resources unusually high or unusually low. [250 word limit]

3.1.3 If the information you provide in 1.1.4 includes a significant number of multiple contacts for the same individual, please estimate an average number of contacts per individual.

3.2 Utilization of time

3.2.1 Of the following time periods when personnel do NOT currently offer services, which might you use to improve service or efficiency levels if resources were available? (choose all that apply)

1. During regular business hours on weekdays
2. Before 8am
3. After 5pm
4. 24 hours
5. Weekends only
6. Seven days a week
7. Other (describe)

3.3 Management of financial resources. One typical indicator of how efficiently a program utilizes financial resources would be to calculate the cost per person or program served. You will provide elsewhere the information necessary to calculate that indicator (e.g., the all-funds budget in Program Background and numbers served in 1.1.6).

3.3.1 If there is a better indicator of how efficiently the program uses financial resources, describe what it is and provide your estimate for this indicator for 2006-07. [100 word limit]



- ↑ 3.3.2 Discuss any factors that might make the indicator of how efficiently the program uses financial resources unusually high or unusually low. [250 word limit]

*For Institutional Support, Infrastructure Support and Unique Programs only:*

3.1 Utilization of human resources.

- 3.1.1 Please describe the most appropriate indicator of how efficiently the program uses human resources and provide your estimate for this indicator for 2006-07. [100 word limit]
- 3.1.2 Discuss any factors that might make the indicator of how efficiently the program uses human resources unusually high or unusually low. [250 word limit]

3.2 Utilization of time

- 3.2.1 Of the following time periods when personnel do NOT currently offer services, which might you use to improve service or efficiency levels if resources were available?
1. During regular business hours on weekdays
  2. Before 8am
  3. After 5pm
  4. 24 hours
  5. Weekends only
  6. Seven days a week
  7. Other (describe)

3.3 Management of financial resources

- 3.3.1 Please describe the most appropriate indicator of how efficiently the program uses financial resources and provide your estimate for this indicator for 2006-07. [100 word limit]
- 3.3.2 Discuss any factors that might make the estimates of how efficiently the program uses financial resources unusually high or unusually low. [250 word limit]

*For all:*

3.4 Utilization of Information Technology

3.4.1 It is safe to assume that personnel in all programs make use of some form of information technology in their work or in delivering services. Typically, this might involve desktop or laptop computers and standard office software. If the program uses additional, more specialized forms of information technology, please describe what you use and why. [100 word limit]

3.4.2 Which of the following best describes how much of the service you provide is delivered via information technology or online?

- None
- A little
- Some but less than half
- More than half
- Most

3.4.3 In the next five years, which of the following might best describe how much of your service will be provided via information technology or online?

- None
- A little
- Some but less than half
- More than half
- Most

3.4.4 When were the computers used in the program last replaced or refreshed?

- Less than one year ago
- One to three years ago
- Three to five years ago
- Over 5 years ago
- Can't determine

#### **Criterion 4. Opportunity Analysis**

- 4.1 Describe the changes you would make in your program if you had a significant and permanent increase to your budget. What unmet need or demand for the services you provide would you be able to meet? What new initiatives would you make? [300 word limit]
  
- 4.2 Describe rearrangements of space or significant new space resources that would significantly enhance your program. Explain how they would lead to enhancements. [150 word limit]