

PROGRAM FOR EVALUATION: *(Insert Program Name)*

DEPARTMENT: *(Insert Department Name)*

DIVISION/COLLEGE: *(Insert Division/College Name)*

Resource materials are available at: <http://www.mnsu.edu/planning/sbp.html>

INTRODUCTION/DESCRIPTION OF PROGRAM SERVICES/ACTIVITIES:

- Use up to 500 words to briefly describe the services/activities of your non-academic program in a way which would provide an introductory background to someone with no or limited knowledge of the program. This section is intended for evaluator background purposes only and will not be scored in the evaluation process.

DATA TO BE PROVIDED BY IR/FINANCE:

- Enrollment Trends
- Staffing Trends
- General Fund Budget by IPEDS Program Per Student Compared to MinnState Peers

PROVIDE AN ANSWER FOR EACH CRITERION BELOW:

SUGGESTED TOPICS TO ADDRESS THE CRITERIA ARE BULLETED. PLEASE FOLLOW THESE GUIDELINES:

- Use approximately 300-500 words **per criterion**. Maximum cumulative word count for the five criterion is 2000 words.
- Use University, Minnesota State System, IPEDs peer, regional, or national benchmarks when appropriate (include attachments/appendices if necessary)
- Include as appendices supporting data such as: trend data on enrollment, funding, spending, physical facilities, etc. when relevant (appendices not included in word count)
- The focus of your response should be on addressing the criteria. Bulleted items are possible topics you may wish to address, but there is no expectation that you address each bullet under a criteria.

CRITERION 1. Support of the University Mission and Strategic Goals or Mandates

- Identify the goals and objectives of the program/unit.
- Identify the purpose of the program/unit and alignment with the mission and strategic goals and/or federal, state or system mandates.
- Provide a timeline illustrating how the program/unit has developed/changed over time.
- Discuss the impact of the program/unit on academic programs, students, and faculty.

RESPONSE:

CRITERION 2. External/Internal Demand

- Identify the type and number of users for the services provided by the program/unit.
- Discuss the methods for measuring or determining user demand for the services provided by the program/unit.
- Discuss trends and fluctuations in demand for services provided by the program/unit.
- Discuss the interactions of the program/unit with other programs on campus, within the Minnesota State system, and/or with agencies or organizations external to the University. Provide examples of dependencies and negative impacts if program/unit services are not available.

RESPONSE:

CRITERION 3. Quality

- Discuss benchmarks or other external indicators used to evaluate the quality of services provided by the program/unit.
- Discuss internal measures used to evaluate the program/unit.
- Discuss accomplishments achieved during the past four years that exceed expectations for the program/unit (e.g. large projects under budget, awards and recognitions, level or quality of service significantly higher than external benchmarks).

RESPONSE:

CRITERION 4. Operational Effectiveness/Financial Viability

- Discuss the instruments used by the program/unit as well as those used by peer institutions to measure cost-effectiveness (e.g. financial stewardship).
- Discuss specific attempts and/or measures implemented by the program/unit to reduce costs and/or improve efficiency during the past four years.
- Discuss the effective and efficient use of program/unit personnel (e.g. attach an organizational chart or include a discussion of staffing trends).
- Discuss the effective and efficient use of non-revenue/non-personnel resources (e.g. capital assets, fleet vehicles, facilities, sustainability) within the program/unit.
- Discuss any revenues and/or resources generated by the program/unit in the past four years.

RESPONSE:

CRITERION 5. Opportunity/Threat/Environmental Scan/Analysis

- Discuss opportunities for cost-saving (e.g., automating, consolidating, collaborating, eliminating functions, and/or performing functions elsewhere in the university or by an outside entity).
- Discuss opportunities for additional revenue or resource generation.
- Discuss opportunities to improve effectiveness and efficiency of staff (e.g., development, technology, elimination of redundancy, cross training).
- Discuss opportunities to make the program/unit exemplary (e.g., staff, equipment / technology, additional functions, restructuring, collaboration, greater impact).
- Discuss possible impacts of regional and national trends.

RESPONSE: