

Questions to Support and Service Units

1. Describe the goals and objectives for your unit. What is your unit's operational mission statement? Relate your mission to the College's mission and goals. Have your goals and objectives changed during the last five years? If so, why and when did these changes occur? What has been the impact of those changes?
2. Describe your unit's functions and the services provided to the campus and larger communities, including a description of all your constituent groups. Have these functions and services changed within the last five years? Describe how, if so, as well as the impact of these changes.
3. Overall, what have been the major changes that have taken place in your unit in the last five years?
4. Are there written policies governing the operation of your unit? What processes exist for changing these policies? Who has input into the formation and revision of these policies?
5. Describe the human, fiscal, and physical resources for your area. How are decisions made regarding the allocation of existing resources in your unit? How is the allocation of new resources determined?
6. How are personnel evaluations and decisions made in your unit? Are evaluations up to date, for both non-classified and classified staff?
7. Describe the training and professional development opportunities available to personnel in your unit.
8. Describe the planning process in your unit. Are there clear short-term and long-term plans for your unit? Also, describe the processes you follow in assessing your effectiveness, both short- and long-term.
9. How is your unit integrated with other units within your area and units outside your area? What structures and policies enhance your ability to work with other units? Also, describe obstacles to effective collaboration with other units.
10. In what way are your unit's goals and objectives congruent with the College's mission statement and its operational long range planning goals?
11. How do your constituents view your programs, functions, and services? How do you know? Be sure to include the results of recent surveys if they exist, as well as any previous data in this regard.
12. Discuss the degree to which your personnel are qualified for the positions they hold. To what extent does the existing level of fiscal resources support or impede your ability to meet

your mission? Similarly, how do your physical facilities and available equipment support or impede your ability to meet your mission?

13. How does your unit serve the College's teaching and learning function? Are there other ways your unit contributes to the academic and intellectual climate of the College? If so, describe.

14. How does your unit address issues related to equity and access for persons from historically disadvantaged or under-represented groups (e.g., ethnic minority, women, non-traditional students, persons with disabilities, gay and lesbian). Be sure to include in your answer information that pertains to employees in your unit as well as the constituencies you serve.

15. How has your unit incorporated technology into your services and operations? Describe training your personnel has received in this area, as well as any innovative uses of technology in your unit.

16. Overall, what structures and policies at the College make it easier for you to fulfill your mission? What structures and policies make it more difficult for you to fulfill your mission?

17. Overall, what sources of influence outside the College make it easier for you to fulfill your mission? What sources of influence outside the College make it more difficult for you to fulfill your mission?

18. How does your unit adapt to the College's changing enrollment over time? Discuss specific ways you take this factor into account in both your short-term and long-term planning.

19. Overall, how would you characterize the effectiveness of your programs, services, and functions? Be sure you include the results of recent assessments if they exist, as well as any previous data in this regard. Also, do you have information bearing upon comparisons between your unit and similar units at other institutions? If so, please describe these comparisons.

20. Describe specific changes you have made in your unit as a direct result of information gathered through assessment activities.

21. What are your unit's strengths and weaknesses at this point in time?

22. At this point in time, what are the five priority recommendations you would make with respect to your unit?