The Support Unit Review process begins with a self study. Various tools may be used to complete the self study. The following self-study report format is recommended in the SUR policy (pages 2-3). The vice president may choose to use another unit-specific evaluation tool.

***If the unit is using another evaluation tool, the special issues discussed in section 7 of this form must be addressed and included in the report for external review.***

The following instructions explain what is needed for each section of the self-study report (page 1.6) which was developed in accordance with the “Self-Study Report Format Guidelines” (SUR Policy and Procedure, pages 4-6). Information gleaned from institutional research data and/or departmental surveys, departmental meetings/interviews, and other resources should be included. The completed template will serve as the primary resource of information for the external review team.

To assist the self-study group in obtaining information for the review, possible questions have been included for various sections and are shown in blue. The questions in red focus on the special issues for this review cycle and need to be addressed with the department.

An electronic copy of the template can be found at http://web.csustan.edu/OAQA/

**Self-Study Report**

**1) Introduction**

***Address the roles and functions of this unit by***

a. including the unit’s mission statement;

b. discussing the organization of the unit and sub-unit *(provide an organization chart and summary job description for each position);* and

c. describing the services or functions performed by the unit *(provide data that describes the amount of work or transactions handled by the unit; document recent trends and changes).*

**2) Role within the University**

***Address how this unit relates to other units on campus and how the current unit administrative structure serves the campus needs by***

a. describing the interrelationships of the unit with other units at the university (where applicable); and

b. identifying areas of possible function overlap or service duplication with other units offered at the university.

*Possible Questions regarding Role within the University:*

For Unit Staff:

* + What do you feel is your unit’s relationship to the university?
* How do you view your interactions with faculty and students in general? With other units?

For Unit Administrator:

* Do we understand the role of the department’s mission as a support unit and its relationship to the university mission?

**3) Plans and Processes**

***Describe the goals, strategic plan, and planning processes of the unit and how they contribute to the university’s mission and strategic plan. Describe the consultative process used to establish these goals and explain how they are consistent with, and supportive of, the university’s goals and plans.***

a. List the unit goals and strategies to achieve these goals by

* describing the planning processes within the unit;
* providing implementation plans and timetables; and
* including other materials used in the unit’s planning process (if applicable).

b. Discuss the centrality to the university mission by

* identifying the relationship of the unit to the university’s mission and strategic plan; and
* describing how its role and function support the university.

*Possible Questions regarding Plans and Processes:*

For Unit Staff:

* How are you involved in planning for the unit?
* Are you comfortable making suggestions to improve the unit?

**4) Assessment Processes and Effectiveness of the Unit**

***Describe how the unit is achieving goals set by the unit and its vice president or the university president and the effectiveness of service to its designated constituency.***

a. Assess the unit’s quality by

* describing the assessment and evaluation processes of the unit and its functions (not the personnel employed in the unit);
* presenting evidence that this unit is achieving its goals;
* identifying the kinds of data regularly collected to provide feedback to the unit on its achievement of objectives and the perceptions and attitudes of the users of the unit’s services;
* identifying specific outcomes measures;
* summarizing the results or attaching copies of summary reports to the review if constituent interviews or surveys have been conducted regarding the effectiveness of this unit in meeting needs; and
* describing the methods and results of input sought from the broad university community.

b. Discuss how the department contributes to a learning-centered university by

* describing how your unit contributes to and/or supports student learning;
* describing the methods your unit uses to collect data on student learning; and
* describing how the results of the unit’s assessment related to student learning were used to

improve services.

c. Discuss how assessment data is used to implement changes by

* describing how data are used to improve the unit and its services *(give specific examples to support conclusions).*

*Possible Questions regarding Assessment Processes and Effectiveness of the Unit:*

For Unit Staff:

* How are you involved in assessment and/or evaluation processes for the unit?
* Are you comfortable making suggestions to improve the unit?

For Faculty:

* Are your needs being met by this unit?
* Are there additional ways this unit can better support faculty?
* Are there areas that need additional support or enhancement?
* How do you view your interactions with this unit’s staff and administrators in general?
* What improvements could be made to the unit, especially any improvements that could be made using resources that are currently available to the unit?

For Students:

* Do the services provided by this unit meet your needs?
* Are there any additional student support services that you feel the university needs?
* How do you view your interactions with staff and administrators in this unit?
* What improvements could be made to the unit?

**5) Resource Allocation and Use**

***Describe how the unit maximizes its effectiveness in terms of available resources and how priorities for allocation of resources are determined in the unit.***

a. 5-Year Resource allocation

*Provide data that describes the resources allocated to the unit including*

* staffing figures
* budget by funding source
* current physical space available

b. Adequacy of Allocated Resources

*How adequate are the resources allocated to the unit to perform its mandated functions in each of the areas listed below? If any resource is judged inadequate, what solution does the unit recommend?*

* administrative and support staff
* facilities
* equipment/instrumentation/laboratories
* supplies and services
* information resources and services (library, computing, etc.)

*Possible Questions regarding Resource Allocation and Use:*

For Unit Staff:

* What improvements do you feel could be made to the unit, especially any improvements that can be made using resources that are currently available to the unit?
* Are the resources adequate for you to perform your duties?
* What additional resources do you feel are needed for the unit (if any) to maintain and/or enhance the unit?

**6) Evaluation of Operations**

***Describe how the operating procedures of the unit are compatible with the policies and regulations of the university, and where appropriate, with administrative regulations and faculty governance structures.***

a. Evaluate the management of the unit by

* describing how appropriate staff are involved in the decision-making process of the unit;
* identifying the mechanisms that exist for staff to provide feedback to the unit;
* identifying the mechanisms that exist for other units on campus to provide feedback to the unit; and
* describing how data are used to determine future goals and evaluate current performance.

b. Discuss the assessment of the unit’s climate and management by

* identifying how personnel within the unit are made familiar with the unit objectives, and the importance of the work in achieving unit and campus objectives.

c. Discuss how an analysis of efficiency is created by discussing what recommendations the unit suggests to

* improve decision making;
* eliminate duplication or non-essential work;
* simplify reporting relationship and communications;
* use resources available effectively; and
* reduce or contain costs.

*Possible Questions Regarding Unit Review:*

For Unit Administrator and Staff:

* What improvements are anticipated or could be made to the unit, especially any improvements that can be made using the resources that are currently available to the unit?
* What improvements could be made to the unit that would require additional resources?
* How has the unit addressed areas of concern raised by prior assessments?

**7) Special Issues**

***With respect to student learning objectives as reflected in administrative offices, please describe how your unit contributed to and/or supported student learning and/or a learning centered environment by***

a. identifying student learning objectives related to your unit’s area of service;

b. describing the assessment methods used to collect data regarding each student learning objective; and

c. describing specific changes (as appropriate) that have been made as a result of your unit’s review of the assessment data related to student learning.

*Required Questions Regarding Special Issues:*

For Unit Staff:

* How do you feel your unit contributes to and/or supports student learning?
* What methods are used in this unit to assess our support of student learning?

For Unit Administrator:

* How does this support unit contribute to and/or support student learning and/or a learning centered environment?
* How do our support services contribute to student learning?
* What methods or measures are used to assess the unit’s effectiveness in supporting student learning?
* What changes have been made as a result of this unit’s evaluation of its role in fostering a learning centered university?

**8) Self Study**

a. Provide a brief description of the self study process, the participants involved, and instruments used.

**9) Appendices**

a. Attach the following items to the unit’s self-study report, where applicable:

* tables, charts, and graphs that are referred to in the body of the self‐study report
* organizational chart
* flow chart of major operations or systems
* workload data, measurements, and performance indicators used for major activities
* roster of current staff
* copies of significant policies
* reports and other supporting documents