**Academic Affairs: Criteria for Services Prioritization**

**Department:**

**DC/CO:**

**Dean:**

Questions for Service Areas

1. What are the main objectives of your unit, and how do you measure success in achieving them?

2. What services or activities in your unit are mandated, and what is the estimated time to perform these services or activities? Examples may include but are not limited to the following.

* How does your department help the college meet accreditation standards?
* How do you help fulfill the college mission?

3. What are the services that your unit provides and to which customers (students, faculty, staff, donors, others)? Can the college (instructors or students) survive without your services? On what tasks do you collaborate with other offices? Examples may include but are not limited to the following.

* For what systems do you provide critical support or regularly administer?
* How do your services help to ensure the success of the student?
* How do your services help to ensure the success of the college community?

4. List each position in your unit, and briefly describe the responsibilities of each. Include part-time and work-study student hours.

5. Describe the demands for services that your unit provides. How has demand changed the last five years?

6. How could the College help your unit do its job better?

7. In what ways does your department relate to other areas of the College, academic and nonacademic? For example, what services do you provide to other areas? What services do other areas provide to you? How do changes to either areas impact your operations and vice versa?

8. List each position in your unit, and briefly describe the responsibilities of each. Include part-time and work-study student hours.

9. What skillsets and resources does your unit possess that can be shared with other units at slack times?

10. What resources do you need to improve your services to a superior level?

11. What technologies are available to you to provide your services better? What training do you need to be more effective users of the technology?

12. What one thing do you wish you could do differently to improve your effectiveness but have not had the opportunity, time, or resources to do?

13. How do you review and evaluate your department’s yearly performance?

14. What support will your unit need to provide during the ERP implementation?

15. Explain how your unit could function with

* A 10 percent reduction in staff time
* A 20 percent reduction in staff time
* A 30 percent reduction in staff time
* A 10 percent reduction in non-personnel resources
* A 20 percent reduction in non-personnel resources
* A 30 percent reduction in non-personnel resources

What would be the consequences of other effects on service delivery in each case?

Questions for Analysis of Service Areas

1. What opportunities exist for greater collaboration and team approaches in the delivery of services?

2. How many managers and leads do you have? Are there opportunities to restructure that may increase efficiency, make processes easier and/or create time savings?

3. What technological improvements could be made that would result in labor savings?

4. Are there any services within your area that can be more efficiently delivered?

5. What processes do we have that can be streamlined or eliminated to improve service delivery?

6. What needs do you anticipate moving forward that your area will provide and how might that change in the next five years?

7. Restructuring: What efficiencies might be gained by consolidating similar entities?

8. Outsourcing: Are there other opportunities to outsource non-mission-critical services to private contractors who could do it better, faster, or cheaper?

9. Customer focus: How might your services be structured or delivered to meet the needs of students, faculty, staff, donors, and others better?

10. Identify the services/positions/type of work duplicated internally by another program or external agency.

Attachments:

Budget (BusOff)