A Message from the Steering Committee:

Earlier this year we alerted the campus community that there would be opportunities for members to submit comments on the criteria and report formats being developed by the Planning for Distinction (PFD) task groups. Following this message you will find the draft criteria; questions/prompts; and template that have been developed by the Support Program task group. This is the group that will be will rating all administrative or non-instructional services on the campus.

As you review this material and provide your comments we encourage you to think about how the questions apply to the services that your office provides.

- If you are a manager, how well do these questions fit your service
- Taken together, are the questions comprehensive enough or too limited?
- Are there criteria that should be added, or eliminated?
- Do you have any opinion about how the Support Group should weight each criterion or the individual questions?

Within the template you will see references to spreadsheets or survey results. Note that this material is not included here because it is not yet available. The faculty and staff customer satisfaction survey was distributed via email from Amber Machamer on Thursday, April 4, under the heading “CSUEB Planning for Distinction Survey.” We strongly encourage you to take the survey so that we have sufficient information to share with the identified services and to incorporate into this PFD process. You will also find sections or sentences with the lead in words “scoring rubric” that are highlighted in gray. This is to indicate those are sections the task group will use for scoring the response.

The next step for the Support Program task group is to weight each criteria, at which point you will again be asked to comment.

The Instructional Program task group has approved its criteria, which will be forwarded to the Steering Committee the week of April 8. Those will then be published online in order to seek your comment/feedback.

You will have until April 30 to provide your comments/feedback, but we encourage you to do so earlier, rather than later. Thank you for your engagement in this very important process to the campus.

Support Program task group criteria and report template