Note - There were 2 observers present: one emeritus faculty and a reporter for the Pioneer newspaper.

1) Review notes from 1/11/2013
   a. Add one addition to the notes to clarify what will be included in the customer satisfaction surveys.
   b. With the one adjustment to the notes, they were approved.

2) Reports from subcommittees on criteria and prompts
3) Review criteria description
   a. Relevance
      i. The subcommittee suggested changing the word “relevance”, which is too subjective a term. They will come up with an alternate description for this criterion.
      ii. This criterion gets at: What service do you provide? Why do you do it? Who do you serve? It addresses demand.
      iii. It will be important to be clear so that respondents know why the task group is asking the question so that responses across programs are comparable. Questions should be clear and steer toward the type of information desired.
         1. Rather than asking for a narrative, a map style might be better.
         2. Links to the mission, ILOs, commitment would be included in the questionnaire.
         3. Check list would make a longer questionnaire and be easier for respondents to fill out but would not address how they meet the criteria.
         4. Put “and/or” for ILOs because not everyone can meet the ILOs.
      iv. This is a fact-finding process.
         i. Maybe we should hear about the program and then the task group can connect it to Mission and ILOs on their own
   b. Quantity and quality of resources
      i. Try to be as specific as possible.
         1. Similar to the first criterion questions need to be very explicit so programs understand what is being asked and why.
ii. Including student employees gives a better picture of the size of the department. Also if students are used to compensate for lack of full-time employees, that would speak to the funding. Additionally, managers could demonstrate how student employment is linked to their future careers.

iii. Do we ask about office space?
   1. Yes, space is a resource.
   2. How do we determine if space is used appropriately?
      a. # of employees per space could be useful.
      b. Outliers could provide helpful information.
      Departments with unused space should be identified.

iv. There was discussion about whether to include questions about software and technology hardware but the task group concluded it would not yield useful information.

v. The task group wants to know how much is spent on people and on things not associated with wages?

vi. Efficiency must also be considered in this criterion.

c. Productivity and efficiency
   i. Degrees of satisfaction will be information obtained from the student survey.
   ii. What processes have been changed?
   iii. What processes do you need to become more effective? would go under future opportunities for improvement.

iv. Efficiency is subjective and difficult to answer.
   1. From the focus groups, many people could respond to efficiency questions.
   2. Be sure to ask what the program could do to be more efficient and how that would look.
   3. There are probably some departments that would not be able to answer any of these questions: productivity, efficiency, satisfaction.

   4. Asking directly about efficiency may be pointless.
      a. Everyone will say they are efficient.
      b. Can we ask other questions that will help the committee determine the efficiency?
         i. Ask about inputs and outputs for the committee to figure it out vs. asking for a self-rating.

   5. Umbrella “quality/efficiency”
      a. Order the prompts/questions.

v. Numbers of users served actually covers outputs and should be moved to criterion #3.
   1. Outputs: Quantity (productivity), quality (satisfaction), efficiency (output/input).

   vi. If we limit feedback, the responses will be prioritized by the respondents and provide the most critical information.
vii. Always use the term “program” or “service.”

d. Future opportunities

i. Feels similar to the category for “other.”

ii. Ask: If your budget were increased, what can you do with more resources?

iii. Bullets 2-3 should be “with respect to your program.”

iv. Questions should be respectful.

v. In the question about trends, “fields” should be changed to “programs” or something that draws focus to the specific service.

vi. Are we trying to get specific answers to each prompt or are they a guide for the larger answer?

1. Answer each prompt. The more it is framed, the easier it will be for the reader to pull information out.

4) **Meeting days and times during spring quarter**

a. A few people cannot meet on Fridays during spring quarter so the task group is looking for alternate days for meeting. Lori will send out a doodle poll to find the best alternative.

Next Steps

1. The Support Program Task Group is to convene in subgroups and refine the questions/prompts. A pilot of a few programs should be done.

a. Revised prompts are to be submitted by Wednesday, January 23.