Notes from 11/9 meeting
Notes from the last meeting were approved with no modifications.

Rationale for service unit categories
The greatest challenge is identifying the unit of analysis. The homework assignment was to develop a list of programs for the various departments. Members who spoke on behalf of their area were asked to explain how performance would be evaluated and what criteria would be used for that evaluation.

Dean Nelson used an example of administrative support staff within CEAS, which had 5 different departments with admin staff. All personnel who provided some sort of administrative support were brought together to first identify all the tasks that were performed and identify duplication of effort across the college. Affinity groups were established based on the work that needed to be done and who had the expertise. Performance was evaluated using criteria already in place through Human Resources. It would be helpful to know what IT systems are used so that they could be collaborated across the college.

Criteria to evaluate effectiveness of service unit
The conversation moved to potential criteria for evaluation:
- Uses of technology with potential to streamline
- Use of resources compared with the value of what is produced
- How many students use it, come back the next quarter/graduate = retention and graduation rates
- Totals cost (space, money, faculty) vs. outcome
- Volume (is high volume good or bad?)
- Meeting deadlines and timelines (processing)
- Accuracy and quality
- History / potential
- Cost effectiveness (resources)
- What is your quality quotient? How do you define excellence?
- Relevance to the mission/ILOs/shared commitments
- Customer satisfaction (survey)
- Work volume
- Necessity (essential to mission, legal requirement, regulatory…)

Quality measure = customer satisfaction. Are people happy with the service? Quantity measure = a) volume and b) #of users
Each department should identify their “bottom line”

Unit accreditation

Because this type of review is not the norm on the administrative side, this exercise is especially difficult.

There was discussion about how best to proceed with the discussion. It was proposed to take all the lists, break up into small groups, explain the lists to each other and think about criteria, come back together to explain ideas.

Another approach would be for the group as a whole to take a couple departments and work with those to find the common factors that can be used for all departments.

Homework assignment for committee members was to come up with criteria for your unit that would be used to rate performance, using those small samples to find criteria that can be used across the institution.

Next steps are to look at what the criteria identified in the Dickeson book (pg. 161), add in the criteria developed during the meeting and test the combination against some diverse departments at the next meeting.

Meetings in December
In order to get everything done within the timeframe set up, there was discussion about whether the members could devote a full day to meeting before the end of December. There was discussion about alternatives. Lori will send out a doodle poll to find a 4-hour block of time during the week of Dec. 3.

Chairs will not be able to attend on 12/7 but the meeting will still be held.