The task group invited representatives from campus programs to participate on focus groups to solicit feedback on the definition and criteria that have been developed thus far. The following notes reflect the types of comments and reflections heard from focus group participants.

What is a Program (Revised)

“A program/service is an activity or collection of activities, with a common purpose, that collectively require resources, including people, money, space, and/or technology.”

Looking at your program, the Support Services Group has developed a series of criteria, in addressing each criteria you may wish to consider addressing one or all of the prompts that are part of that category:

History of the Program/Service:
• what is the mission statement of this program?
• what services does it provide the campus?
• who are your primary customers and/or stakeholders?
• have you established certain benchmarks or goals that you attempt to meet each year?
• is the program new, growing, fully developed, in decline?

Justification for/Importance of Service:
• what is the program's congruence with the mission and shared commitments of the university?
• does the program meet any of the ILOs of the university?
• are parts of the service mandated or regulated by law or system policy?
• what internal demand is there for the service (by students, staff, faculty)?
• what external demand is there for the service (by alumni, community, businesses)?
• what other programs on the campus are dependent on the program?
• does the program serve a unique need of the university or are there other programs on campus that meet similar needs?
• what would be the consequences (cost) if this program did not exist on the campus?
• overall describe the impact of this program on the University.

Quantity of resources used (money, space, staff):
• what are the annual expenditures of this program?
• list each position in the program an briefly describe the responsibilities of each (include part time employees and students).
• are their industry standards that set appropriate staffing levels?
• describe the work space this program uses.
- what technology/equipment is used by the program?
- is the program dependent on another program to deliver its services?
- if you compared this program with a similar program on another campus, how would the budget, space and/or staffing compare?

**Quantity and Quality of services generated**
- what is the number of clients served or what is your measurement of services generated?
- what is the number of files processed (if applicable)?
- how many of your potential customers use this service?
- what other measures of volume do you use?
- what revenues does the program generate?
- how do you review and evaluate performance (assessment, customer satisfaction, surveys)?
- in what ways does this program contribute to student recruitment, retention, and/or graduation?
- in what ways does this program contribute to the distinction of the University?

**Efficiency, Cost Effectiveness (Quantity over Quality ratio)**
- how is efficiency defined for this program?
- what is the cost effectiveness of the program?
- how efficient is the unit given the costs for services rendered?
- 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?

**Future opportunities/possibilities**
- what additional resources, including training could improve the quality of the program?
- are there ways the program could collaborate more/share more resources with another program?
- if a new program, how might this program add distinction to the university?
- are there trends in higher education, that you believe your unit can address?

**Additional Discussion**
- Put more emphasis on student outcomes / student focus
- Put more focus on the future rather than what has been or is now
- Clarify internal vs. external, where is the boundary between the two?
- There is no place to describe the impact of the program, or the lack of such a program
- Have different sets of weighting rather than separate sets of criteria might be one option
• Ensure we provide support for the people filling out the report templates
• Winter quarter meetings will be from 1-3 on Fridays, in AE 123