Administrative Services Criteria

Required program information (not a criterion, not weighted)
A. Organizational structure – staffing and functions (org chart)
B. Input relevant ABC services in table form (Travel, Budgeting/Finance, Payroll, UG Advising, Hiring, Marketing/Com, IT, Grant Administration), delete those that are not relevant

1. Importance to UM.
   This criterion considers the essential services this unit provides and how the unit aligns with UM’s mission, vision, and values.

   Qualitative:
   • State the mission, objectives, and primary functions of this unit.
   • Explain how this unit aligns with the institutional mission stated in the UM2020 Strategic Plan and specifically addresses the values of leadership, engagement, sustainability, and diversity. Explain how it enacts those values, and how it educates students and other constituencies about those values.
   • Describe the services your unit provides and identify the primary users of your unit. Distinguish between internal users (e.g. enrolled students, faculty, staff) and external users (e.g. prospective students, alumni, local community, state and national agencies).

   Quantitative: N/A

2. External/Internal Demand.
   This criterion considers the demand for this unit’s services.

   Qualitative:
   • Explain trends in demand (past and anticipated) for this unit’s services from users who are internal to UM.
   • Explain trends in demand (past and anticipated) for this unit’s services from users external to UM.
   • Describe any collaborations with other units or programs to address demand for your services.

   Quantitative:
   • Describe how the demand for this unit’s services is measured and provide the results of those measurements over the last five years.

3. Quality.
   This criterion considers the quality of the services this unit provides.

   Qualitative:
   • Provide evidence from internal assessment of how well your unit’s services meet the needs of its primary users.
   • Explain how the quality of this unit’s services compare with national or industry benchmarks.
   • Describe professional development activity and employee engagement (e.g., leadership or service on campus committees) by members of this unit.
4. Efficiency.
This criterion considers the revenue, expenses, and efficiencies generated by the unit.

Qualitative:
- Describe the sources of revenue your unit draws upon or generates and the main categories of expenses. Please distinguish between funds (e.g., general v. designated v. auxiliary).
- Explain the impacts of any changes in revenues or expenses during the past five years.
- Identify the unit’s efforts to improve efficiency, and their impact, during the past five years.

Quantitative:
- What are the total personnel and operational costs for this unit for each of the last five years?
- Explain how the efficiency of this unit’s services compare with national or industry benchmarks.
- Is this unit able to generate external funds and if so, what percentage of this unit’s expenses are supported by non-general fund revenue?

5. Opportunity Analysis.
This criterion considers the possibilities this program has for collaboration, restructuring, and growth.

Qualitative:
- Describe potential areas for collaboration with other units and shared services that are currently performed elsewhere or could be. Note individuals who are cross trained and in what areas.
- Describe potential ways of restructuring your unit or realigning your services with other units, and explain how they could promote efficiency and cost-savings. If you could completely redesign your administrative unit how would you do this and why?
- Describe areas for expansion and growth based on best practices at other institutions.
- Identify how your unit could contribute to the strategic opportunities described in the UM Strategic Vision: Creating Change Together document.

Quantitative: N/A