

# APASP Unit of Analysis Datasheet

**Unit of Analysis:** Customer Relations

**Unit No:** 164.00

**College:** Missoula College

**Author:** Cheryl Galipeau

**Department:** Business Technology

**Degree:** Certificate

**Major:** Customer Relations

## Program Information Data (Not a criterion, Not Weighted):

Customer Relations	2013	2014	2015	2016	2017
<b>Instructional Faculty FTE (includes Grad Asst)</b>	9.1	9.0	9.4	9.3	8.2
<b>TT/T Instructional Faculty FTE</b>	5.3	5.5	4.6	6.5	4.7
<b>Total Personnel Costs (w/o benefits)</b>	\$658,855	\$691,785	\$712,853	\$781,243	\$772,362
<b>Total Personnel Benefit Cost</b>	\$178,786	\$186,416	\$202,727	\$211,010	\$243,080
<b>Faculty Personnel Cost (w/o benefits)</b>	\$446,053	\$472,322	\$474,320	\$532,794	\$467,644
<b>Research Faculty FTE</b>	0.0	0.0	0.0	0.0	0.0

## Criteria 2 Metric 1: 5 YA of SCH for Gen-Ed courses, total (2Y, UG) – Department Metric

Department for Unit of Analysis	2013	2014	2015	2016	2017	Quintile (score 1-5)
<b>Customer Relations</b>	861	861	831	681	900	3

**Criteria 2 Metric 2: 5 YA of SCH for Gen-Ed courses, per instructional FTE – Department Metric**

Department for Unit of Analysis	2013	2014	2015	2016	2017	Quintile (score 1-5)
<b>Customer Relations</b>	87.3	82.6	59.9	38.9	85.4	2

**Criteria 2 Metric 3: 5 YA of SCH ratio of non-majors to total – Department Metric**

Department for Unit of Analysis	2013	2014	2015	2016	2017	Quintile (score 1-5)
<b>Non-Major SCH</b>	4,019.0	3,483.0	3,442.0	2,583.0	2,451.0	
<b>Total SCH</b>	9,104.0	8,951.0	8,531.0	6,323.0	5,474.0	2
<b>Percent</b>	44.1%	38.9%	40.3%	40.9%	44.8%	

**Criteria 3 Metric 1: Number of Majors and Metric 2: Trend over 5 years**

Unit of Analysis	2013	2014	2015	2016	2017	5 Yr Avg	Quintile (score 1-5)
<b>Customer Relations</b>	0.0	0.0	0.0	0.0	0.0	0.0	0
<b>Trend</b>							



	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

**Certificates**

	2013	2014	2015	2016	2017	5 Yr Avg
Customer Relations	0.0	0.0	0.0	0.0	0.0	0.0
	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

**Criteria 3 Metric 5: 5YA of Degrees Awarded and Metric 6: Trend over 5 years**

Unit of Analysis	2013	2014	2015	2016	2017	5 Yr Avg	Quintile (score 1-5)
Customer Relations	12.0	8.0	12.0	11.0	11.0	10.8	4
<b>Trend</b>							
Trend Analysis (slope of metric over 5 years)						-0.2236068	3

**Criteria 3 Metric 7: 5 YA of minors awarded**

Unit of Analysis	2013	2014	2015	2016	2017	5 Yr Avg	Quintile (score 1-5)
Customer Relations	0	0	0	0	0	0.0	0

**Criteria 3 Metric 8: 5YA of student FTE/instructional FTE ratio and Metric 9: Trend over 5 years – Department Metric**

Department for Unit of Analysis	2013	2014	2015	2016	2017	5 Yr Avg	Quintile (score 1-5)
Customer Relations	27.9	27.8	24.6	18.1	19.0	23.5	2
<b>Trend</b>							
Trend Analysis (slope of metric over 5 years)						-0.8	1

**Criteria 4 Metric 1: 5YA Time to Degree**

Unit of Analysis	2013	2014	2015	2016	2017	5 Yr Avg	Quintile (score 1-5)
Customer Relations	3.0	2.4	3.5	3.0	2.4	2.9	1

**Criteria 4 Metric 2: 5YA Sophomore Persistence rates**

Unit of Analysis	2013	2014	2015	2016	2017	5 Yr Avg	Quintile (score 1-5)
Customer Relations	0.0	0.0	0.0	0.0	0.0	0.0	0

**Criteria 5 Metric 1: UG SCH per instructional FTE – Department Metric**

Department for Unit of Analysis	2013	2014	2015	2016	2017	5 Yr Avg	Quintile (score 1-5)
Customer Relations	838.2	834.6	736.9	543.2	570.6	704.7	4

**Criteria 5 Metric 2: UG SCH per T/TT Faculty FTE – Department Metric**

Department for Unit of Analysis	2013	2014	2015	2016	2017	5 Yr Avg	Quintile (score 1-5)
Customer Relations	1422.2	1383.3	1516.0	782.6	1001.8	1221.1	4

**Criteria 5 Metric 5: Expenditures Grants & Contracts per TT/T and Research Faculty and Metric 6: 5 year Trend – Department Metric**

Department for Unit of Analysis	2013	2014	2015	2016	2017	5 Yr Avg	Quintile (score 1-5)
Customer Relations	\$0	\$0	\$0	\$0	\$0	\$0	1

Trend		
Trend Analysis (slope of metric over 5 years)	0	0

**Criteria 5 Metric 7: IDC Generated per TT/T and Research Faculty – Department Metric**

Department for Unit of Analysis	2013	2014	2015	2016	2017	5 Yr Avg	Quintile (score 1-5)
<b>Customer Relations</b>	\$0	\$0	\$0	\$0	\$0	\$0	1