# APASP Administrative Services Criteria and Metrics

Updates made to “Required program information” section on 9.18.17 shown in red

**Required program information (not a criterion, not weighted)**

A. State the mission, objectives, and primary functions of this unit. (250 WORDS)

B. 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). (250 WORDS)

C. Submit ~~standardized~~ organizational chart ~~– personnel, FTE breakdown, functions~~ (Please upload the org chart your unit currently uses).

D. Input relevant services ~~in~~ **~~table~~** ~~form~~ (Travel, Budgeting/Finance, Payroll, UG Advising, Hiring, Marketing/Com, IT, Grant Administration) Note: there will be boxes to check in the report submission software to indicate whether your unit does any of these administrative functions. Authors should check these boxes if their units do any amount of each activity listed at all.

## Criteria

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. (***[***RUBRIC WEIGHT: 20%***](http://www.umt.edu/apasp/process/rubricsweights.php)***)***

Unit responses (250 WORDS EACH BULLET)

* Explain how this unit aligns with the institutional mission stated in the UM2020 Strategic Plan. State specifically how the unit addresses or enacts the Plan’s values of leadership, engagement, sustainability, and diversity, and how it educates students and other constituencies about those values
* Justify how essential your unit’s services are to UM. Describe how users of your services would be impacted by a reduction of resources to the unit.

1. Demand. ***This criterion considers the demand for this unit’s services.* (**[***RUBRIC WEIGHT: 25%***](http://www.umt.edu/apasp/process/rubricsweights.php)**)**

Unit responses (250 WORDS EACH BULLET)

* Explain trends in demand (past and anticipated) for this unit’s services from users who are *internal* to UM. State how this demand is measured and provide results of those measurements for the last five years.
* Explain trends in demand (past and anticipated) for this unit’s services from users *external* to UM. State how demand is measured and provide results of those measurements for the last five years.

1. Quality. ***This criterion considers the quality of the services this unit provides*. (**[***RUBRIC WEIGHT: 25%***](http://www.umt.edu/apasp/process/rubricsweights.php)**)**

Unit responses (250 WORDS EACH BULLET)

* Provide evidence from internal assessments and/or comparison with national or industry benchmarks to demonstrate how well your unit meets the needs of its primary users.
* Provide evidence of professional development activity and employee engagement (e.g., participation in trainings, leadership or service on campus committees) by members of this unit.
* If your unit also has research/creative scholarship as part of its mission, provide evidence of the quality and productivity of these efforts.
* If your unit also has teaching/instruction as part of its mission, provide evidence of the quality and productivity of these efforts.

1. Efficiency. ***This criterion considers the revenue, expenses, and efficiencies generated by the unit.* (**[***RUBRIC WEIGHT: 15%***](http://www.umt.edu/apasp/process/rubricsweights.php)**)**

Unit responses (250 WORDS EACH BULLET)

* Identify the funds that contribute to this unit (e.g. general v. designated v. auxiliary), and list the sources of revenue/allocation and the main categories of expenses for each fund. Please provide dollar amounts for these revenues and expenses for each of the last five years.
* Explain the impacts of any changes in revenues or expenses (e.g. employee reductions, loss of auxiliary revenue) during the past five years.
* Identify the unit’s efforts to improve efficiency, including collaboration with other units, during the past five years. Demonstrate the impact of these efforts, and If possible, show how the efficiency of this unit’s services compare with national or industry benchmarks.
* Is this unit able to generate external revenue and if so, what percentage of this unit's expenses are supported by this revenue?

1. Opportunity Analysis. ***This criterion considers the possibilities this program has for collaboration, restructuring, and growth. (***[***RUBRIC WEIGHT: 15%***](http://www.umt.edu/apasp/process/rubricsweights.php)***)***

Unit responses (250 WORDS EACH BULLET)

* Identify how your unit could contribute to the strategic opportunities described in the UM Strategic Vision: Creating Change Together document.
* Identify how your unit could restructure or collaborate with other units that perform similar services, and explain how such a change would promote efficiency and cost-savings. Are there particular services that, if provided centrally, would promote efficiency and cost-savings?
* Explain how your unit would use additional resources to address areas of needed investment, revive dormant programs or initiatives, and/or help UM generate additional revenue.