Do's and Don'ts
University Services Template

Do's

- Collaborate with your team on the downloadable template *before* filling out the WordPress form.
- Refer to the Glossary of Terms, the Mission Statement and the Guiding Documents when developing your responses.
- Refer to the recorded template training session and SRA FAQ.
- Provide context to the included data.
    - Reach out to the Facilitation Team if the data appears incorrect or incomplete or if you need help interpreting the data provided.
- Provide thorough, clear, and concise responses to as many of the questions in each area as possible.
    - Include trends and other relevant data that supports your narrative.
- Answer in a way that people unfamiliar with your work can understand your responses. Define any specialized terms or acronyms.
- Acknowledge both successes and shortcomings.
- Use each question as an opportunity to give the reviewers a fuller understanding of your service.

Don'ts

- Don't wait until the last minute to complete.
- Don't draft your answers on the WordPress form.
- Don't use jargon or discipline-specific language that would be unfamiliar to people outside your field.
- Don't rely solely on external data, such as hyperlinks, to answer the questions.
- Don't repeat answers within the template.