



## Template Section Descriptions

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### **Is this program planned to be discontinued?**

No

### **In 150 words or less, please write in narrative, or bullet format, answers that address the following: Summarize the primary purpose of this university service.**

\*Use this section to explain the primary purpose of your unit. This is an opportunity to tell the committee about the work you do within the university and give details about who is doing the work.

\* Take special care not to duplicate your answers throughout the questions below. You may want to revisit this section after you finish the other pieces to update and use the word count to the fullest.

### **In 150 words or less, please write in narrative, or bullet format, answers that address the following: Review the data set provided and provide context to the numbers.**

\*Use this section to explain the data provided. Here are some additional considerations.

What were your budgeted expenses?

Did you fall within budget during this academic year?

Did you make a large purchase that won't be needed again?

Do you share a product or service with other units within the university that's paid out of your budget?

Did you receive any one time dollars that may need explanation for this particular fiscal year?

Does the data provided accurately reflect the people who work in your unit?

### **Impact, Justification and Overall Essentiality (25%)**

The "Impact, Justification and Overall Essentiality" section is the first weighted section in the University Services Template. It has a weight of 25% and a word count limit of 250.

We suggest that, before you answer the three questions in this section, you review the SRA “Important Guiding Elements”. These include the University’s mission statement and DEI statement. There is a link to the Important Guiding Elements documents on the University Services Template webpage. [Share screen to show location of link, if possible.]

We encourage every unit to use this section to make our job of ranking programs as difficult as possible. Please talk to your colleagues and think about how you can show us just how vital your work is for our students and our community.

\*For the first question in this section: Explain, in the clearest way possible, why your unit’s work is essential to EWU’s success. We know this might seem obvious to you, but please take the time to explain to the committee what your unit does and how it makes a positive impact on the institution.

\*For the second question in this section: Be explicit about how your unit furthers EWU’s mission.

\*For the third question in this section: We are asking every unit to describe specifically how they advance EWU’s diversity, equity, and inclusion initiatives.

## **Internal Demand (20%)**

Please refer to the Strategic Resource Allocation Template – University Services Glossary of Terms

Please do not attempt to answer a question that is not applicable to your unit, instead use the available word count on answers that best represent your department. The task force will take into account that different units have different levels of internal and external demand.

The University Services Task Force has built in an adjustment to account for this issue. No service will be penalized for not having internal or external demand.

This section allows you to illustrate the internal demand of your unit.

Internal demand – Demand arising from within the organization. Internal demand could be generated by enrolled or confirmed students, staff, faculty, departmental, etc.

Internal stakeholders – People or groups of people who are internal to or attached to the university. Internal stakeholders include confirmed students, faculty, staff, departments, etc.

## **External Mandates and Demand (20%)**

This section allows you to illustrate the external demand of your unit.

The University Services Task Force has built in an adjustment to account for this issue. No service will be penalized for not having internal or external demand.

External obligations – Obligations the university has in regard to persons, mandates, or entities external to the university. Examples of external obligations might include legal requirements, contracts to utilize space, or grant requirements.

External stakeholders – People or groups of people who have a vested interest in or impact upon the institution but are not students, staff or faculty. External stakeholders might include groups such as alumni, prospective (but not confirmed) students, community library patrons, area community members, customers of university services, government agencies or accrediting bodies

Mandates – An official, law, order or commission that requires a unit to provide a service or meet a requirement. Mandates might stem from an agreement or obligation made by the university, from legislation enacted by the state or federal government, or from municipal laws or codes.

## **Quality (15%)**

The “Quality” section is weighted 15% and a word count limit of 250. Quality can refer to the methods that your unit is responsive, accessible, effective, innovative, or efficient in services your unit provides to the university.

For the first question, "What are the quality standards used within this unit and how are they assessed or tracked?", provide a brief overview of the quality standards which could include items such as safety procedures, service standards, or satisfaction rates. You should then explain how these standards are assessed or tracked, such as through regular audits, evaluations, or feedback surveys. If appropriate and applicable, we encourage you to use numbers and statistics to support your tracking and assessment.

For the second question, "Describe how current conditions and resources impact the quality of the services delivered by the unit?", current resources and conditions could include things like staffing levels, equipment availability, or budget constraints. You should describe how these current conditions and resources affect the quality of the services provided, either positively or negatively.

Finally, for the third question, "What are the significant accomplishments of this unit?", highlight the unit's achievements and successes recently. Be sure to provide specific examples to support your response.

## **Cost Effectiveness (15%)**

This is the opportunity for units to explain ways in which they operate in a cost effective manner. You can discuss strategies you use to stay within budget while meeting the needs of the services you provide.

We ask that you explain the way or ways in which this unit is funded - grant funding, state or self support... Perhaps there is a combination of revenue sources.

The data provided for the SRA process is a snapshot in time from FY22. We understand that numbers do not paint the whole picture and we ask that you specifically address the data provided to give a narrative to the numbers. You are encouraged to share information regarding trends, in revenue and expenses, that you think we should be aware of that may not be represented in the data provided.

We are aware that most units face challenges due to fewer resources. It would be helpful to the task force if you provide some insight to how it would specifically affect your unit's efficiency and effectiveness if resources were to change. For example, will there be a delay in service delivery or will you have to stop doing something all together? If possible, address what sort of changes in resources would create those impacts.

### **Opportunity Analysis (5%)**

This question is asking for you and your team to "dream big" by providing us your ideas on what your unit could do with more. We often say or hear from colleagues, "If only we had additional funding or better space, we could outreach and support more students." Programs are only able to support students and staff with the limited resources you have available, this question would allow for those times of saying "what if" to come to light in your answers.

Give a detailed description of what those dreams or even requirements that your unit is not meeting are. How will this particular idea provide the university and/or its students with a more valuable experience. Be explicit as to what the labor requirements, funding requirements, or space requirements are. Questions you might consider for your proposal include:

How is your space inadequate? Is there a lack of room for staff or inappropriate design for the use?

With additional labor provided, how would the unit provide expanded services?

What are the services and what impact will it have on the university community and their experience?

What goods and services will additional funding be used for and how is it relevant?

This is your opportunity to get the word out about what your units dream ideas and achievements could be and what that would mean for the university. NO idea is too big or too small here so tell us about it.

### **Additional Considerations**

This is your opportunity to provide the task force with any additional information that you feel helps highlight the work you do for the University or explains any unique situations that you were unable to address in other sections. While this question is not weighted, we will consider the information provided in this segment and it is valuable in our evaluation of

your unit. Please don't repeat answers from above. Use this space to provide additional context, unique situations, or anything relevant to help us understand the whole picture that might not have fit in the sections above. This could include additional statistics, information on caseloads, other yearly trends or predictions, Covid-related data, impacts from re-organization, etc.