**University Services Template Instructions**

1. Please answer the following questions to the best of your ability in paragraph or bullet point form. If you choose not to answer a particular section, type ‘N/A’ so that the task force knows that you have intentionally skipped it, and to advance to the next section.

2. Please answer so that people unfamiliar with your work can understand your responses; avoid the use of field/discipline/specialty jargon and acronyms that are not defined.

3. Please reference the important guiding elements and the glossary as you complete the template. These will be available on all sections of the template as a link.

4. While the Strategic Resource Allocation Template questionnaires are being distributed to unit heads for the sake of efficiency and accountability, respondents are strongly encouraged to seek the input of their departments. WordPress is the platform that will be used for the final submission. However, the way in which WordPress operates is not conducive to collaborative work. Therefore, we recommend that each unit make a shared document available in OneDrive, Google Drive, or similar platform so that collaboration within the unit may occur. Once complete, the information can be copied and pasted to the WordPress form for final submission.

5.The WordPress form saves automatically as you are in the form. The form has a time limit of 1 hour so if you need to save your progress to come back at a later time you will need to click ‘Save & Exit’’ which will provide you a link to re-access your saved progress.

6. Each section has a word count displayed which is distributed across questions related to each criteria. Some units may not have detailed responses or applicable information to all questions. 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.

7. All university provided data to be used to address quantitative criteria is available in a shared Google Folder. A link to your service’s data set is provided with the invitation to complete your template. If you no longer have this link, or have questions regarding your data please email sra@ewu.edu.

8. The university provided data is for the Fiscal Year 2022. Unit provided data has no limitations on the time frame used, but the most recent set(s) of data should be used whenever possible.

University Services Task Force

Working Template

**TIP:** To manage your word count, type your responses below the questions. At regular intervals, highlight your response and the word count will be displayed in the lower, left-hand corner of the screen.

**Unit Profile**

**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.

**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. You may wish to address major or unique expenses, revenues, or seeming discrepancies between budgeted numbers and actual expenses shown in the report.

**Template Criteria Questions**

Impact, Justification and Overall Essentiality 25%

250 Word Count

**In 250 words or less, please write in narrative, or bullet format, answers that address the following:**

1. Describe how this unit is essential to EWU.
2. What are the ways that this unit helps EWU achieve its mission?
3. How does this unit support Diversity, Equity, and Inclusion on campus?

Internal Demand 20%

250 Word Count

**In 250 words or less, please write in narrative, or bullet format, answers that address the following:**

1. What service(s) does this unit offer that are needed by other parts of EWU (students, staff, faculty, departments)?
2. Who are the internal stakeholders, if any, for this unit and what metrics, if any, are used to track internal demand?
3. How do the unit’s services impact the ability of other programs to offer essential services to the campus and its stakeholders?

External Mandates and Demand 20%

250 Word Count

**In 250 words or less, please write in narrative, or bullet format, answers that address the following:**

1. What current, proposed or upcoming mandates (State, Federal, or Municipal laws or codes, or any other requirements), if any, drive external obligations for this program?
2. Who are the external stakeholders, if any, for this unit and what metrics, if any, are used to track external demand?
3. Describe the demand for this unit from constituents that are external to the University.

Quality 15%

250 Word Count

**In 250 words or less, please write in narrative, or bullet format, answers that address the following:**

1. What are the quality standards used within this unit and how are they assessed or tracked?
2. Describe how current conditions and resources impact the quality of the services delivered by the unit?
3. What are the significant accomplishments of this unit?

Cost Effectiveness 15%

250 Word Count

**In 250 words or less, please write in narrative, or bullet format, answers that address the following:**

1. What methods does this unit use to ensure that it operates in a cost-effective manner?
2. In relation to the data set provided describe how this unit is funded and, provide further context of cost effectiveness based on trends in your revenue and expenses.
3. How would this unit's efficiency and effectiveness be affected with fewer resources? What would be the consequences to service delivery?

Opportunity Analysis 5%

250 Word Count

**In 250 words or less, please write in narrative, or bullet format, answers that address the following:**

1. What could the unit achieve with additional investment from the university and what resources such as staffing, funding, and/or space would be necessary?
2. In what ways could the unit provide additional value to the university and its stakeholders?

Additional Considerations

150 Words

**In 150 words or less, please write in narrative, or bullet format, answers that address the following:**

1. Is there anything this template did not allow you to express that is important to the review of this program?