

**Programs Which Do Not Follow Standards of the  
Council for the Advancement of Standards in Higher Education**

**Questions for Service/Support Program EPR Self-Study**

*Please complete all sections relevant to your unit responsibilities.*

**I. Mission and Vision**

1. Briefly describe the unit's mission, vision, goals and objectives. How is the unit's strategic plan aligned with the UI's strategic plan? Have there been changes in the unit's strategic plan since the last External Program Review?
2. Are the unit's programs and services designed to achieve the goals? Do they seem to be working well? What are the problems? How can they be solved? Are there changes planned to programs and services?
3. Briefly describe the institutional need for the unit's programs and the constituents served. What factors in the environment do you anticipate will impact the program's direction in the next several years (e.g. political, social, economic, technological and demographic demand)? Should the unit reduce, maintain, or expand its opportunities in light of current or anticipated needs?
4. Are the program goals being achieved? How can evidence systematically gathered about the extent of achievement and current challenges be used to improve the unit and the institution?

**II. Teaching/Undergraduate Education**

1. Critically evaluate the unit's programs and services relevant to undergraduate education. Include in your discussion program strengths and weaknesses. What are the unit's plans for the future regarding these programs and services?

**III. Graduate Education and Research**

1. Critically evaluate the unit's programs and services relevant to graduate education. Include in your discussion program strengths and weaknesses. What are the unit's plans for the future regarding these programs and services?

**IV. Outreach**

1. Describe the unit's outreach, service/extension, and continuing education activities by location and delivery method. What changes have been made over the last several years and why?
2. Assess the overall quality of your outreach programs. What plans are being developed to improve their quality and productivity?

## **V. Personnel**

1. Evaluate the overall productivity and quality of the unit's staff. Include in your discussion instruction, advising, scholarship, research, creative accomplishments, service/outreach, interdisciplinary, and other activities critical to your unit's success. What are the major challenges for the unit in this area and how do you plan to address those challenges?
2. Review faculty and staff resources both on- and off-campus. Are those resources used effectively to meet program responsibilities? Describe any planned changes.
3. Describe the unit's operational procedures relative to faculty and staff, including determination of assignment, methods of evaluation, incentives, recruiting, promotion, tenure, and efforts toward salary competitiveness. How are you using these procedures to improve diversity? Evaluate the effectiveness of these procedures and describe planned changes.
4. Briefly describe current policies and their effects, and future plans for staff development, including hiring, mentoring, professional development, and training.

## **VI. Facilities**

1. Discuss the use of departmental space, facilities, technology, and equipment. What changes need to be considered to improve the unit's program quality and productivity?

## **VII. Finances**

1. Summarize the program budget. In what areas have resources been expended during the past several years? Is the budget adequate to meet the unit's programs plans as described in this self-study?
2. Discuss plans for resource development (grants and contracts, collaboration with business and industry, etc.)

## **VIII. Advancement**

1. How does your unit gain support for university programs, services, and strategic initiatives? How might this service be improved upon?
2. How does your unit maximize financial support from state and federal government or through private financial contributions? How might this service be improved?

## **IX. Innovation and Distinction**

1. Compare and contrast your unit to similar units at other institutions. What have you accomplished that is innovative? What have you accomplished that differentiates your program from others? What are you planning to do that will distinguish your program in the coming years?