Support Function Analysis Template

☐ Facilitation Group Reviewed

Department Name: ____________________
Administrator Name: ____________________
Submitted by: (Must be Cabinet member or designee) ____________________________

Directions:
Please answer the following questions as accurately and succinctly as possible. Review the instruction sheet before completing the template.

Criterion 1 – Importance to the Institution (Mission/Core Values) 20% of Total Weighting

1. What is/are the main objectives of this function? (i.e. purposes, main goals or main utility; this should be a list) [2000 characters]

2. Describe the way(s) that this function supports UMW’s mission and/or the daily operations of the University. [1500 characters]

3. Have the objectives or structure of this function changed since fiscal year 2011? If yes, please explain. [1000 characters]

Criterion 2 – External Demand 16% of Total Weighting

1. Identify and describe the external demand for the products or services of this function. Who are your external constituents (parents, prospective students or employees, visitors to campus, etc.)? Approximately how many constituents does this function serve annually? [1500 characters]

2. Does this function exist (or operate in a particular way) because of external mandates? If so, please list and describe them. While all departments have to comply with external mandates and policies, e.g. federal, state, regional, or local requirements or laws, we are not interested in those general mandates that affect every department (OSHA, FERPA, ADA, other examples given in training). Note: This question may not apply to all functions. There is no penalty if this does not apply. [2000 characters]

3. Are any new mandates or policies expected to affect this function or how it operates over the next two years? If so, please list and describe. [1500 characters]

Criterion 3 – Internal Demand 16% of Total Weighting

1. Identify and describe the internal demand for the products or services of this function. Who are your internal constituents (current students or employees, other departments on campus, etc.)? Approximately how many constituents does this function serve annually? [1200 characters]
2. Does the function exist because of or to support a University policy, or is it directed or constrained by such a policy (this is a Yes or No answer)? Note: This question may not apply to all functions. There is no penalty if this does not apply. [5 characters]

3. If your answer to #2 is Yes, please list those policies (we are not looking for the policies that constrain all functions, only those that cause this function to exist or to operate in a particular way; e.g. Residence Life is constrained by the fact that ALL UMW students must live on campus for at least 2 years). Note: This question may not apply to all functions. There is no penalty if this does not apply. [1000 characters]

**Criterion 4 – Quality 18% of Total Weighting**

1. How do you assess this function’s annual performance? It might be through Institutional Research or within your own office. (Examples: comparative benchmarks, survey data, number of events scheduled, attendance at events, accomplishments, number of visitors, number of majors, effectiveness, efficiency, timeliness, team GPA, win/loss record, success in championships). [500 characters]

2. Describe the quality (positive/strengths and negative/weaknesses) of this function’s performance since fiscal year 2011 using the measures cited in question 1 above. We are looking for quantitative data if possible, although we welcome qualitative data that reflects evaluations or substantive comments. Concentrate on depth of information or patterns that can be shown; any such information should demonstrate your impact. [1500 characters]

**Criterion 5 – Cost Effectiveness 15% of Total Weighting**

1. How does this function demonstrate cost effectiveness? Identify specific, documented measures made to reduce/control costs, increase efficiency, increase productivity from fiscal year 2011 to fiscal year 2013 and describe the tangible cost savings. [1000 characters]

2. You previously provided information on salary cost for this function. Were there any changes in the number or classifications of employees serving this function from fiscal year 2011 – fiscal year 2013? Were there any anomalies or unusual circumstances with personnel? If so, please explain. [500 characters]

3. You previously provided information on operational costs of this function for fiscal years 2011 – 2013. If there is any disagreement with the data as produced by the Facilitation Group, please explain. Please explain any anomalies or unusual expenditures/circumstances reflected in the data. [1000 characters]

4. A few functions generate revenue; if this function has any operations that generate revenue, you provided a list for fiscal years 2011-2013 on the Revenue Table. Note: This question will not apply to many functions. Write “not applicable” if the function does not directly generate revenue. There is no penalty if this does not apply.

   a. Are the revenues identified above used in whole or part to offset the cost of this function? If so, please explain. [500 characters]

   b. If there are significant changes in revenue from fiscal year 2011 – 2013, please explain reasons for those changes. [1000 characters]

   c. Do you project a significant change in revenue in the future? [750 characters]
**Criterion 6 – Opportunity Analysis** 15% of Total Weighting

1. Are there needs or demands for services that this function cannot currently meet? If so, what are they and how do they relate to this function’s overall objectives? [1000 characters]

2. What specific investments could be made to this function (technology, facilities, equipment, personnel resources, work flow) and what value to UMW could be achieved by doing so? [1500 characters]

*(Optional) Other Pertinent Information*

Please provide any information that further explains comments in this template, or would be useful for the task force that is not included above. [1500 characters]