Faculty and Staff Satisfaction with Support Services Provided:

Please indicate the proportions (%) of respondents who rated each aspect as “excellent” or “good” (separately and combined). The Campus Support Services standard is met whenever 75% or more of responses fall in the “good” or “excellent” categories (combined).

<table>
<thead>
<tr>
<th>Satisfaction with:</th>
<th>Percent Responding</th>
<th>Percent Responding Good / Excellent (Combined %)</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of operation</td>
<td></td>
<td></td>
<td>75%</td>
</tr>
<tr>
<td>Response time</td>
<td></td>
<td></td>
<td>75%</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td></td>
<td></td>
<td>75%</td>
</tr>
<tr>
<td>Quality of materials</td>
<td></td>
<td></td>
<td>75%</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td></td>
<td></td>
<td>75%</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td></td>
<td></td>
<td>75%</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td></td>
<td></td>
<td>75%</td>
</tr>
</tbody>
</table>

Department-specific indicators (if applicable):

Change since last quality review

Briefly summarize the extent to which satisfaction has improved or declined since the last quality review cycle.
Narrative

Reflect on standards met and any standards not met.

Standards Met – To be used when department wants to improve on an indicator even though a standard for this indicator has been met. Use this section to briefly reflect upon major accomplishments.

Standards Not Met – Please provide any insight into significant challenges or obstacles that may have contributed to low satisfaction. Identify the types of changes necessary for improvement.
Long-range Plan and Objectives

In the following section, identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Programs should identify 3-5 goals, with at least one goal per year. Goals set for next year that require fiscal resources must also be submitted as a Budget Request and Action Plan (separate form).

I. Goal: Insert goal statement here

Supports Strategic Direction (if applicable): ________________

1. Objective: insert first objective here

   1.1. Person(s) responsible:

   1.2. Timeframe:

   1.3. Fiscal resources needed (if not applicable, indicate “NA”):

2. Objective: insert second objective here (if applicable)

   2.1. Person(s) responsible:

   2.2. Timeframe:

   2.3. Fiscal resources needed (if not applicable, indicate “NA”):

Use the above outline format to add additional goals or objectives as necessary.

Reminder: If fiscal resources are needed for next year’s goals, submit a separate Budget Request and Action Plan for budget unit review.