APR Self-Study Rubric

Administrative Unit   Date of Review   Completed by

Mission Statement	Developing	Emerging	Proficient	Distinguished
	Department does not have a mission statement	Department mission statement describes the overall intent of the department	Department mission statement clearly outlines what is to be accomplished by the department	Department mission statement includes clear purpose, primary functions, department activities, and identifies stakeholders
	Department mission statement is vague	Department mission statement does not demonstrate alignment with the University mission or vision/values	Department mission statement clearly states aspects of the department's function	Department mission statement clearly differentiates from missions of other University units or divisions
		Department mission statement does not clearly identify stakeholders	Department mission statement aligns to some extent with University mission, goals and vision/values	Department mission statement clearly aligns with the University mission, goals and vision/values
		Department mission statement is too general to distinguish the department or too specific to align with the University vision/values		

Comments/Recommendations:

Facilities	Developing	Emerging	Proficient	Distinguished
	Department facilities are not suited to the department mission	Department facilities are somewhat appropriate and suited to the department mission	Department facilities are appropriate and suited to the department mission	Department facilities are appropriate and well-suited to its mission with adequate space for growth
	Departmental signage is needed but does not exist	Departmental signage is needed but is insufficient and/or does not conform with University branding policies	Department signage is sufficient and conforms with University branding policies	Department is clearly marked with University branded signage and is easily identified/located by stakeholders
		Department requires more space or modifications to existing space in order to meet minimum needs	Department has minimum storage and conference space	Department has appropriate storage and conference space

Comments/Recommendations:

Strategic Plan for Staffing	Developing	Emerging	Proficient	Distinguished
	Department lacks sufficient staffing positions, and current employees routinely work overtime or face ongoing backlog Department staffing positions remain unfilled for long periods of time Department does not have a strategic plan for staffing	Department staffing is adequate for non-peak times and aligns with department mission Staff salaries are adequate and align with position responsibility Strategic plan for staffing is outdated and/or insufficient Department job descriptions are not routinely reviewed and updated	Department staffing is adequate to address department needs at all times and aligns with department mission Staff salaries are competitive with similar positions in terms of responsibility Strategic plan for staffing is current and addresses future staffing and budget needs for the next 1 to 2 years	Department staffing meets department needs for the foreseeable future and aligns with the department mission Staff salaries are highly competitive with similar positions in terms of responsibility Strategic plan for staffing is current and addresses future staffing and budget needs for the next 3 years or beyond

Comments/Recomendations:

Stakeholder Feedback	Developing	Emerging	Proficient	Distinguished
	There is no system in place to collect and document feedback from stakeholders Department implements programs and/or initiatives without stakeholder feedback	Feedback from the stakeholders is collected and documented occasionally Department occasionally uses stakeholder feedback to implement programs and/or initiatives	Feedback from stakeholders is collected and documented on a regular and timely basis Department regularly uses stakeholder feedback to implement programs and/or initiatives Survey tools provide clear and understandable feedback	A system is in place to collect and document feedback from stakeholders in a timely manner Feedback is measurable, reliable and longitudinal data is maintained Department evaluates and responds to stakeholder feedback in a timely manner Department routinely uses feedback to develop and implement programs and/or initiatives

Comments/Recomendations:

Policies	Developing	Emerging	Proficient	Distinguished
	There are no formal written department policies or procedures in place	Department policies and procedures are outdated	The majority of department policies and procedures are current, yet some remain outdated	All department policies and procedures are current
		Department policies and procedures are not reviewed after initial implementation	Department policies and procedures are occasionally reviewed after initial implementation	Department policies and procedures are routinely reviewed after initial implementation
		Department policies and procedures are not accessible to internal and/or external stakeholders	Department policies and procedures are available to internal and/or external stakeholders on a limited basis	Department policies and procedures are easily accessible to internal and/or external stakeholders

Comments/Recomendations:

Communication/Outreach	Developing	Emerging	Proficient	Distinguished
	Department has no Internet-based communication plan	Department has Internet-based communication plan that utilizes a single communication channel (i.e. E-mail only, Facebook only, Twitter only, etc.)	Department has Internet-based communication plan that utilizes two communication channels (i.e. E-mail and Facebook, or Instagram and website, or Twitter and LinkedIn etc.)	Department has Internet-based communication plan that utilizes more than two channels to communicate with stakeholders
		Department has unplanned and infrequent updates via Internet-based communication channel	Department updates via Internet-based communication channels are unplanned, yet frequent	Department updates via Internet-based communication channels are planned and frequent
		Content of the Internet-based communication is broad and/or unfocused on current issues or needs and/or does not serve many stakeholders	Content of the Internet-based communication relates to the department mission and includes content that serves numerous, specific stakeholders	Content of the Internet-based communication are timely and focused on current issues or needs, and benefit the majority of stakeholders, overall

Comments/Recomendations:

Additional Feedback

As a Peer Review Committee member, I participated in (check one or more)

Onsite Visit   Date:

Remote Visit   Date:

Please provide feedback from onsite and/or remote visit, below:

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Facilities	Developing	Emerging	Proficient	Distinguished
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