

YCCD SERVICES & NON-INSTRUCTIONAL PROGRAM VITALITY CRITERIA (Draft 8/16/13)

- I. Vision (*Maximum 10 points*):
 - a. Direct support for the vision and short-term goals of the District (*5 points*)
 - b. Services support student learning outcomes and assures equitable and appropriate student access (*5 points*)

- II. Demand (*Maximum 25 points*):
 - a. Impact on: (*5 points*)
 - i. students
 - ii. other college or district services
 - b. Growing demand for service (*5 points*)
 - c. Service includes requirements for other programs or services (interdependencies) (*5 points*)
 - d. Impacts diverse student/staff population (*5 points*)
 - e. External (i.e. outside of YCCD) demand for service (*5 points*)

- III. Service Quality (*Maximum 25 points*):
 - a. Service uses faculty, staff and student input and other appropriate measures in order to improve the effectiveness of these services (*5 points*)
 - b. Staff engagement in professional development (*5 points*)
 - c. Established and implemented administrative unit outcomes, evaluation and service improvement plan (*5 points*)
 - d. Demonstrated effective and consistent communication to appropriate constituents, district-wide (i.e. updated website, agendas and minutes posted, etc.) (*5 points*)
 - e. High quality services/technology/facilities central to student learning (*5 points*)

- IV. Mandated Requirements/Compliance (*Maximum 15 points*):
 - a. Compliance with federal, state and local codes and statutory regulations (*15 points*)

- V. Revenues (*Maximum 15 points*):
 - a. High efficiency as measured by staff/time ratios and costs (*5 points*)
 - b. Requires low level of resources (*5 points*)
 - c. Generates significant resources to defray costs (*5 points*)

- VI. Potential (*Maximum 20 points*):
 - a. Service can grow with no new resources (*5 points*)
 - b. Investment will create new and innovative ways to support district vision (*5 points*)
 - c. Investment supports opportunities for greater collaboration and team approaches in the delivery of services (*5 points*)
 - d. Investment will strengthen or support a variety of college programs and/or District Services programs and services (*5 points*)

- VII. Other
 - a. Other information not provided under previous categories [i.e. Affiliations/connections taking advantage of regional environment, etc.] (*10 points*)

The following Services Quality criteria are under development pending further definition:

- *College or district evidence and recognition of service effectiveness*
- *Staff engaged in innovative service techniques*

* Services are scored on a ratio of [points earned] / [points applicable]. Not all criteria listed will be applicable to each program.