
Self-Study Template for Academic Support Units

Instructions for the Self-Study

The self-study should not be longer than 30 pages, excluding appendices. Academic support units will include an analysis of support services of both undergraduate and graduate students, as relevant to their mission. The self-study will address the strategic issues identified at the Provost's Summit as well as provide background and context for the academic support unit profile. The self-study will also provide the data and information needed by the reviewers to get a clear picture of the unit's goals, priorities, and achievements and alignment with the University Strategic Plan.

The self-study is due to the Office of the Provost four weeks before the scheduled visit and it will be given to the reviewers two weeks before their arrival on campus. Academic data are provided by the Office of Institutional Research and Analysis. Financial data are provided by the Office of Finance. Please indicate the members of the unit's program review team on the first page under "Submitted by". The self-study should include a table of contents with page numbers.

Questions can be directed to the Vice Provost for Academic Planning.

The **Title Page** should include:

Academic Support Unit

Director

Faculty and Staff on Review Team

Semester and Year of Review

Date Submitted

Table of Contents for the Self-Study (including page numbers), divided into the following sections:

- Section 1: Results of Previous Reviews
- Section 2: Strategic Issues Statement
- Section 3: Unit Priorities and Goals and Alignment with the University Strategic Plan
- Section 4: Service to Constituencies
- Section 5: Outcomes and Assessment
- Section 6: Infrastructure and Capacity
- Section 7: Staff Profile
- Section 8: Financial Profile

SECTION 1: Results of Previous Review (2 pages)

- a. *Provide the dates of the most recent previous review and a brief summary of the review, including the names and home institutions of the reviewers, the outcomes of the review and any unresolved issues from the review. If the previous review is available, the unit may include it as an optional appendix.*

SECTION 2: Strategic Issues Statement (2 pages)

- a. *Include 1-2 pages summarizing the strategic issues identified at the Provost's Summit.*

SECTION 3: Unit Priorities and Goals and Alignment with University Strategic Plan (4 pages)

- a. *Describe the unit mission, purpose, strategic priorities, and goals*
- b. *Discuss alignment of unit goals and priorities with the Marquette mission as a Jesuit Catholic university and the University Strategic Plan*
- c. *Provide highlights of unit accomplishments and distinctiveness among peers and aspirational institutions over the past 5 years, e.g., unit and individual awards and recognition, areas of excellence and distinction, innovative initiatives or practices, comparison with external benchmarks, comparison with comparable units at peer and inspirational institutions.*
- d. *Discuss any current or anticipated external or internal changes that may impact the unit, referring to the Strategic Issues Statement as appropriate.*

SECTION 4: Service to Constituencies (6 pages)

Part 1. Constituency Data, Benchmarks and Standards

- a. *Identify the major internal and external constituencies of the unit, that is, the groups that the unit serves*
- b. *Describe major current cross-functional relationships and ways in which the unit partners with other units across the University, including Advisory Boards, cross-unit initiatives, support of academic programs and learning outcomes*
- c. *Discuss the unit's community engagement, that is, how the unit serves the local, national, and global communities*
- d. *Describe how the unit demonstrates accessibility to diverse populations*
- e. *Identify any service benchmarks and standards for the unit's area or field that the unit uses as a performance indicator*
- f. *Describe any trend data used by the unit that documents constituency satisfaction compared with goals*

Part 2. Analysis of Constituency Data

Using the data and information provided in Part 1, items a-f, provide an analysis of the unit's service to constituencies including: assessment of outcomes for constituencies served compared to unit goals, external benchmark data, or peers, connections with and support of academic unit goals, service to external constituencies, accessibility to diverse student populations, and review of any student or faculty feedback data available

SECTION 5: Outcomes and Assessment (4 pages)

Part 1: Student Outcomes and Assessment Data

- a. Student outcomes that are supported by the unit (e.g., learning, co-curricular, high impact learning experiences)*
- b. Data on achievement of student outcomes*
- c. Unit assessment plan including operational outcomes or program outcomes*
- d. Utilization data for the past 5 years, if applicable*
- e. Description of best practices in the field and discipline*
- f. Demonstration of equal access and inclusiveness with respect to programs, services and facilities*

Part 2: Analysis of Learning Outcomes and Assessment Data

Using the data in Part 1, items a-f, provide an assessment of the unit's achievement of and support of student learning outcomes. Show how the unit uses assessment data to make improvements in the delivery of services and student outcomes. Describe any best practices or innovations employed by the unit to improve student learning outcomes. Discuss how the unit demonstrates equal access and inclusiveness.

SECTION 6: Infrastructure and Capacity (4 pages)

Part 1: Infrastructure and Capacity Data

- a. Briefly describe the academic support unit's environment including space for personnel, technology and equipment, and special facilities for services and activities*
- b. Describe any capacity constraints that limit the unit's ability to serve students and faculty currently or in the future including physical space, access to technology or staff.*

Part 2: Infrastructure and Capacity Analysis

Using the information provided in Part 1, items a-b, discuss any infrastructure issues related to delivering quality services to constituencies. Include any future plans to address capacity constraints if this is an issue for the unit.

SECTION 7: Staff Profile (4 pages)

Part 1. Staff Data and Information

- a. Provide an overview of the academic support unit staff including full time and part time staff, graduate assistants, student workers, and student interns
- b. Describe any impending retirements or anticipated changes in staff
- c. Discuss the diversity profile of staff members and plans to achieve diversity goals
- d. Describe the professional development opportunities for staff with respect to multicultural competency
- e. Describe opportunities for staff development and advancement

Part 2. Analysis of Staff

Using the information from Part 1, items a-e, describe the general level of staff contributions to achieving unit goals and priorities. Identify any concerns regarding the staff's ability to serve constituencies or to meet any future challenges (e.g., a changing student population, serving additional student groups, incorporating new technologies, etc.)

SECTION 8: Financial Profile (4 pages)

Part 1. Financial Data

- a. Five year financial profile provided by the Office of Finance
- b. Five year history of external sources of funding (e.g., endowments, grants, gifts, etc.)

Part 2. Analysis of Unit Financial Data

Using the data from Part 1, items a-b, provide an overview of the financial profile of the academic unit including budget history and net revenue surplus by program, if available. Do the expenditures match with University and support unit priorities and goals? Are there any contingency plans in case grants or other sources of external funding are reduced? Using data peer or aspirational universities or benchmark data for the field or discipline, how does the unit compare with other units with respect to resource utilization?

Outcomes and Action Plan

The following set of recommendations from the Program Review Council, the external review team, and actions steps from the Provost are agreed upon by the Dean/ Supervisor, Unit Head and the Provost.

Academic Unit or Academic Support Unit
Dean/ Supervisor
Chair/ Unit Head
Semester and Year of Review
Date Submitted

- I. Strategic Issues Statement
- II. External Review Team Recommendations
- III. Program Review Council Recommendations
- IV. Outcomes and Action Plan

The action plan will be created by the Provost, Dean/ Supervisor and the unit and the recommendations will be integrated into the annual planning process, as appropriate. Please fill out one table for each strategic issue and the relevant recommendations.

Strategic Issue:

Recommendation	Action	Responsible	Date Completed