

Non-Instructional Programs

Peer Evaluator Rubric

		Under Developed (1)	Moderately Developed (2)	Developed (3)	Highly Developed (4)	Score
Description and Functions	Historical Context	Description of historical context within the institution is not defined	Description of historical context is defined but does not demonstrate alignment with the institution	Description of historical context is defined and shows moderate alignment with the institution	Description of historical context within the institution clearly align	
	Services	Description of services is not defined	Description of services is defined but does align with departmental function	Description of services is defined and shows moderate alignment with function	Description of services and departmental function clearly align.	
	Service Population	Description of service population is not defined and does not align with function	Description of service population is defined but does not align with function	Description of service population is defined and shows moderate alignment with function	Complete alignment of service population and departmental function	
	University Mission	Description of services is not defined and no alignment to University mission	Description of services is defined but shows minimal alignment to the University Mission	Description of services is defined and shows moderate alignment to the University mission	Complete description of serves and alignment to the University mission	

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Staff		Department does not have the adequate staff necessary to function at optimal levels OR Department has too many staff members for departmental needs.	Department has 30% of the staff necessary to function at optimal levels.	Department has 60% of the staff necessary to function at optimal levels.	Department has the number of staff necessary to function at optimal levels.	
Assessment	Plan	No assessment plan is in place	Assessment plan is in place but 2-3 key components (i.e. timeline, data points, alignment to departmental mission/goal(s)) are missing.	Assessment plan is in place but 1 key component (i.e. timeline, data points, alignment to departmental mission/goal(s)) is missing.	Assessment plan is in place and all key components are articulated.	
	Quality Improvement Metrics	No data collection has occurred.	Data collection occurs but data does not align with the mission/goal(s) of the department.	Data collection has begun, data aligns with the departmental mission/goal(s) but does not include multiple data points.	Data collection occurs, contains multiple data points, and clearly aligns with the mission/goal(s) of the department.	

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Resources	Technology	There is no timeline and budget support for technology upgrade cycles in the area.	Technology support timeline is limited for the area and cannot support area needs (i.e. not sufficient budget support and inadequate timeline).	Technology timeline is implemented but appears stagnate (i.e. no new technology purchases are routinely considered).	Technology needs are met and regular collaborations between IT and the unit are present to improve innovative and effective services.	
	Administrative Supports	The department has no administrative support.	The department has administrative support but significant support is needed to optimize operations.	The department has administrative support but additional support is needed to optimize operations.	The department has adequate administrative support to optimize operations.	
	Space/Facilities	Space provided for the department does not meet the needs of the area.	Departmental space is adequate but major renovations are needed to optimize operations.	Departmental space is adequate but minor renovations are needed to optimize operations.	Departmental space is adequate and no changes are needed to optimize operations.	
	Service Delivery	Department does not meet the institutional expectations for service delivery.	Department meets the service delivery expectations of the institution (to include faculty/staff/student s) 30% of the time.	Department meets the service delivery expectations of the institution (to include faculty/staff/students) 60% of the time.	Department meets the service delivery expectations of the institution (to include faculty/staff/students) 100% of the time.	

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Resources (continued)	Collaboration	The department has no internal or external partnerships.	The department has limited internal or external partnerships but more collaboration is needed to optimize operations.	The department has established internal or external partnerships but has not optimized the collaboration.	The department is adequately participating in internal or external partnerships and fully optimizes the relationship to benefit both entities.	
	Financial Resources	Budget provided for the department does not meet the needs of the area	Budget is inadequate and a major increase (>20%) is needed to optimize operations	Budget is inadequate and a minor increase (<20%) is needed to optimize operations	Budget is adequate and no increases are needed to optimize operations.	

Additional Comments: