

**Scoring Rubric**  
**Instructional Support Programs or Services**

**Section A: Alignment**

1. Evaluate how the program or service aligns with each of the College's Mission, Vision, Values, Ends, and Strategic Plan.

*This question is worth 4% of the total score*

Low score = 1	Moderate score = 2	High score = 3	NA	Rationale
<p>This department has little alignment with the College Mission, Vision, Values, Ends and Strategic Plan.</p> <p>There is minimal evidence of direct support of the MVVE. Demonstrates alignment with less than 50% of the 15 Mission, vision, values and ends (MVVE).</p>	<p>This department aligns with the College Mission, Vision, Values, Ends and Strategic Plan.</p> <p>Supports MVVE Evidence can demonstrate alignment with more than 50% (or more than 8) of the 15 MVVE statements.</p>	<p>This department supports and adds value to the College Mission, Vision, Values, Ends and Strategic Plan.</p> <p>There is significant direct support of MVVE Evidence demonstrates alignment with at least 80% (12) of the 15 MVVE statements.</p>		

**Section B: Impact on Stakeholders**

2a. Evaluate the positive impact this program or service has on the success of our students and other internal stakeholders

*This question is worth 20% of the total score*

Low score = 1	Moderate score = 2	High score = 3	NA	Rationale
<p>This department provides minimal services to students and/or internal stakeholders.</p> <p>There is little or no evidence of an impact on student success AND recruitment</p>	<p>This department provides valuable services to students and/or internal stakeholders</p> <p>There is evidence of moderate impact on student success AND recruitment</p>	<p>This department provides essential services to students and/or internal stakeholders</p> <p>There is evidence of significant impact on student success AND recruitment</p>		

2b. Evaluate the internal College community impact of the program or service. Focus on interdepartmental connections and linkages as well as service to customers.

*This question is worth 3% of the total score*

Low score = 1	Moderate score = 2	High score = 3	NA	Rationale
<p>There is minimal evidence of internal connections or relationships between this department and other programs within GRCC.</p> <p>There are few if any internal departments or Units that use the service of this Unit and few connections between this Unit and other areas of the College.</p>	<p>There is evidence of internal connections or relationships between this department and other programs within GRCC.</p> <p>There are several areas of the College that use the services of this Unit.</p>	<p>There is strong evidence of internal connections or relationships between this department and other programs within GRCC.</p> <p>There are a large number of areas within the College that use the services that are provided by this Unit.</p>		

3a. Evaluate the positive impact this program or service has on external stakeholders and the success of the community

*This question is worth 12% of the total score*

Low score = 1	Moderate score = 2	High score = 3	NA	Rationale
<p>This Unit provides minimal services to external stakeholders.</p> <p>There are no external users, or very few external users of the services of this Unit.</p>	<p>There are several external users of the services of this Unit, indicating that a valuable service is provided to some; or the Unit directly or indirectly supports other Units that directly support external users.</p>	<p>There are a large number of external users of the services provided directly by this Unit, and that the services are essential, or at least very valuable to the community.</p>		

3b. Evaluate how the program or service is unique and what value it adds.

*This question is worth 3% of the total score*

Low score = 1	Moderate score = 2	High score = 3	NA	Rationale
<p>There is significant duplication in the community of the services this Unit provides – (i.e., its services could be provided by someone else without significant negative community impact).</p>	<p>There is moderate duplication of the services this Unit provides—others in the community do this work, but there are some unique attributes to the work your Unit provides.</p>	<p>There is little to no duplication in the community of the work this Unit provides – (i.e., there would be significant negative community impact if this Unit no longer provided its services).</p>		

**Section C: Assessment and Quality Improvement**

4. Evaluate the efforts of the program or service in assessing services provided and demonstrating quality improvement

*This question is worth 6% of the total score*

Low score = 1	Moderate score = 2	High score = 3	NA	Rationale
The Unit provides minimal evidence of service assessment and quality improvements.  Limited assessment of services (might be a few surveys, etc.) and little or no evidence of any improvements based on assessment of quality of work.	The Unit provides evidence of service assessment and quality improvements.  Some assessment of services, and there is evidence of resulting improvements in services, but appears to be more episodic (vs. systemic).	The Unit provides strong evidence of service assessment and quality improvement.  There is continual assessment of services and several examples of improvements – cycle is systematic.		

**Section D: Cost Savings, Revenue Enhancements and Efficiencies**

5. Evaluate the efforts and recommendations this unit to gain cost savings, revenue enhancements, and efficiencies.

*This question is worth 4% of the total score*

Low score = 1	Moderate score = 2	High score = 3	NA	Rationale
This Unit provides minimal evidence of efforts and recommendations to gain cost savings, revenue enhancements, and efficiencies.  Limited or no past cost savings or increases in revenue and few if any future recommendations offered.	This Unit provides some evidence of efforts and recommendations to gain cost savings, revenue enhancements, and efficiencies.  There are past cost savings /efficiencies OR the Unit has implemented a plan that will result in savings of 2-5% of the Controllable expenses in the next fiscal year.	This Unit provides strong evidence of efforts and recommendations to gain cost savings, revenue enhancements, and efficiencies.  There are examples of past cost savings/efficiencies or enhanced revenue AND there are solid future recommendations for adjustments that will result in more than 5% savings in relation to the Controllable expenses of the Unit.		

**Section E: Budget**

6. Evaluate the current total net cost of the program or service to the College

*This question is worth 3% of the total score*

Low score = 1	Moderate score = 2	High score = 3	NA	Rationale
Current expense exceeds current revenue by more than 30%, excluding significant one-time expenses	Current expense exceeds current revenue by no more than 30%, excluding significant one-time expenses	Current program or unit revenue exceeds current operating expense, excluding significant one-time expenses		

7. Evaluate the possible future financial impact this program or service could have on the overall financial health of the College

*This question is worth 3% of the total score*

Low score = 1	Moderate score = 2	High score = 3	NA	Rationale
There are financial investments (equipment, training or other) that exceed 25% of the current total operations budget needed to bring the unit up to current standards	Financial investments (equipment, training or other) needed for the Unit to continue providing meaningful service to customers do not exceed 25% of the current operating budget OR no additional funding requests were made.	Financial investments (equipment, training or other) needed for the Unit to continue providing meaningful service to customers do not exceed 25% of the current operating budget, AND the Unit has taken demonstrable steps to secure a large donation, grant or other revenue related to the continuation or the expansion of the unit.		

**Section F: Benchmarking**

8. Evaluate the net cost per customer (or other relevant measure) of the program or service

*This question is worth 42% of the total score*

Low score = 1	Moderate score = 2	High score = 3	NA	Rationale
The net cost per customer (or other relevant measure) exceeds benchmark data by more than 10%	The net cost per customer (or other relevant measure) is within a 10% variance of applicable benchmark data	The net cost per customer (or other relevant measure) is lower than applicable benchmark data by more than 10%		