



Administrative Program Review  
**Rubric**

## **ABOUT THE ADMINISTRATIVE PROGRAM REVIEW (APR) RUBRIC**

The APR Rubric has been designed to collect feedback from Peer Review Committee (PRC) members to be used in the creation of an administrative department's Action Plan for continuous improvement.

Prior to completing the APR Rubric, PRC members are asked to thoroughly review the administrative department's completed Self-Study and to visit the department in person or via video conference.

The organization of the APR Rubric aligns with the five APR Self-Study categories:

- Mission, Goals, and Objectives
- Policies, Procedures, and Plans
- Resource Adequacy
- Organizational Context and Impact
- Communication and Stakeholder Feedback

In the APR Rubric, Peer Review Committee members consider four statements or conditions per category. For each statement/condition the reviewer considers "true," they mark the statement's check-box. The reviewer totals the number of true statements per category and selects the appropriate number in the Total box, ranging from 0 to 4.

**Most importantly, Peer Review Committee members should provide comments and recommendations relevant to each category, particularly for topics/issues related to statements that were not deemed "true" at the time of the PRC visit.**

Additional space is provided at the end of the rubric for further discussion of strengths, challenges, recommendations, and suggestions by the Peer Review Committee members. PRC insights are extremely helpful in understanding areas for improvement.

Completed PRC Rubrics are emailed to the APR team within a few weeks of the PRC visit. PRC member names are removed from the documents, and the APR team provides the anonymous feedback to the department for use in creating an APR Action Plan.

Administrative Unit:

Date of Review:

## **MISSION, GOALS, AND OBJECTIVES**

*Consider the department's mission, goals, and objectives. Check the applicable statements below.*

Department mission statement includes clear purpose and primary functions.

Department goals are clearly defined.

Department duties and objectives are clearly defined.

Department mission and goals clearly align with SHSU mission and goals.

**Total:**

**Comments and Recommendations:**

## **POLICIES, PROCEDURES, AND PLANS**

*Consider the department's policies, procedures, and plans. Check the applicable statements below.*

Department has regularly-updated, written policies and/or procedures in place for staff.

Department has training plans and/or manuals in place for staff.

Policies and/or procedures are communicated to and accessible by all departmental staff.

Department has a written master plan or strategic plan.

**Total:**

**Comments and Recommendations:**

## **RESOURCE ADEQUACY**

*Consider the department's available resources. Check the applicable statements below.*

Department staffing meets needs for the foreseeable future.

Department has adequate training or development practices for staff.

Department facilities, including office, meeting, and storage spaces, are adequate.

Department has adequate equipment and technology, including hardware and software.

**Total:**

**Comments and Recommendations:**

## **ORGANIZATIONAL CONTEXT AND IMPACT**

*Consider the department's organizational context. Check the applicable statements below.*

Department structure is clearly defined (via organizational chart or other document).

Department structure/organizational chart is communicated to stakeholders (via web, etc.).

Interdepartmental relationships are positive and mutually beneficial.

Dependencies on other departments are necessary, and interdepartmental processes are efficient.

**Total:**

**Comments and Recommendations:**

## **COMMUNICATION AND STAKEHOLDER FEEDBACK**

*Consider the department's methods of communication and collecting feedback. Check the applicable statements below.*

Department has a clear understanding of its stakeholders.

Communication with stakeholders is adequate and timely.

Department has clearly defined methods for eliciting and incorporating suggestions/recommendations.

Department receives and uses performance or client satisfaction data to support decision-making.

**Total:**

**Comments and Recommendations:**

## **STRENGTHS AND CHALLENGES**

*Please discuss the department's strengths.*

*Please discuss the department's challenges.*

## **ADDITIONAL FEEDBACK**

*Please use the space below to provide any additional comments or recommendations.*

Completed forms should be emailed to: **[apr@shsu.edu](mailto:apr@shsu.edu)**.

*Thank you for your participation.*