

Administrative Program Review



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About Administrative Program Review (APR)

- A strategic process that involves high-level analysis of non-instructional departments
 - Includes identifying, documenting, and planning for continuous improvement
- APR staff will have regular communication with the administrative department to offer assistance during every phase of the review.
- The APR process is expected to span 3-6 months.

Goal: Improve the quality and number of resources available to the department for assessment and internal evaluation



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APR Process Overview

1. Completion of **Self-Study** by department
2. Review of department by **Peer Review Committee**
3. Development of **Action Plan** by department



APR Process Overview

1. Self-Study

- The Self-Study consists of several questions regarding the department's:
 - Mission, goals, and objectives
 - Policies, procedures, and plans
 - Resource adequacy (staffing, facilities, equipment)
 - Organizational context and impact
 - Communication and stakeholder feedback
- APR staff will sit in on Self-Study preparation meetings as needed.

MISSION, GOALS, AND OBJECTIVES

1. Please describe:
 - a. your department's mission
 - b. your department's goals
 - c. your department's primary duties and objectives
 - d. how your department's goals and objectives tie to SHSU goals
2. Concerning mission, goals, duties, and objectives, please describe any improvements that need to be addressed.

POLICIES, PROCEDURES, AND PLANS

1. Please describe any written policies and procedures that are in place for staff in your department. Include a description of when and how updates occur, who manages updates, and how they are implemented.
2. Does your department have a written master plan or strategic plan? (Yes/No)
 - a. Please attach the plan(s) if you would like to share them with the Peer Review Committee.

RESOURCE ADEQUACY

1. **STAFFING**
 - a. Please discuss any critical staffing needs and any plans for staffing.
 - b. Please describe departmental training and continuing education or development practices for your staff.
 - c. Please use the attached table to list current staff and individual duties.
2. **FACILITIES AND EQUIPMENT**
 - a. Please discuss adequacy of facilities, including office space. Detail any unmet needs.
 - b. Please discuss adequacy of current equipment. Detail any unmet needs.
 - c. Please discuss adequacy of office technology (including hardware and software). Detail any unmet needs.

ORGANIZATIONAL CONTEXT AND IMPACT

University and department organizational charts will be provided to the Peer Review Committee.

1. Please list the other University departments your department interacts with on a regular basis and describe the general nature of those interactions.
 - a. Describe any dependencies your department has on other SHSU personnel, departments, or divisions. Discuss any improvements that could be made to those functional relationships.
 - b. Discuss any relationships that do not currently exist but that would be helpful in reaching your department's goals and objectives.

COMMUNICATION AND STAKEHOLDER FEEDBACK

1. Please describe your department's stakeholders.
2. Please describe your methods of communication with stakeholders (postal mail; phone calls; University website or other Internet presence, such as Facebook, Twitter, etc.)
3. How does your department currently elicit and incorporate suggestions or recommendations from colleagues and stakeholders?
4. Please discuss any client satisfaction data (from surveys, focus groups, etc.) or performance data (from activity logs, reports, etc.) your department receives and uses to support decision-making.



APR Process Overview

1. Self-Study

- Supporting documents will be provided to the administrative department spanning up to five years of data to assist in the completion of the APR Self-Study:
 - Annual assessment reports (CampusLabs/Anthology)
 - Institutional goals and objectives
 - Organization charts
 - Budget and expense reports by request
 - Other information as requested
- Documents will be stored in a secured folder on the T: drive, accessible only by the department being reviewed and Institutional Effectiveness staff.
- The administrative department will complete the Self-Study before the Peer Review Committee is formed.

MISSION, GOALS, AND OBJECTIVES
1. Please describe: <ul style="list-style-type: none">a. your department's missionb. your department's goalsc. your department's primary duties and objectivesd. how your department's goals and objectives tie to SHSU goals
2. Concerning mission, goals, duties, and objectives, please describe any improvements that need to be addressed.
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APR Process Overview

2. Peer Review Committee

- Peer Review Committee Role
 - Review completed APR Self-Study and supporting documents
 - Visit with administrative department onsite or remotely (Zoom)
 - Complete the APR Rubric
 - Provide feedback, comments, and recommendations
- Peer Review Committee (*Minimum of one member from each category below*):
 - External to SHSU
 - Internal to SHSU
 - Faculty and/or staff not in the administrative department being reviewed
 - Current SHSU student
 - Not employed by Institutional Effectiveness or department being reviewed
- APR staff will coordinate Peer Review Committee visit(s).



APR Process Overview

3. Action Plan

- The department will review recommendations included on rubrics and any self-identified areas of need to draft action plan objectives to span 3-5 years.
- APR will work with the department to set a timeline for the submission of the Action Plan.
- Action Plan items are intended to be used in annual assessment (CampusLabs/Anthology) and will assist the department in defining its strategic plans.
- APR staff will draft an executive summary describing the APR process to be submitted to University leadership with the completed Action Plan.



APR Process Overview

Next Steps

- Two years after creating the Action Plan, the administrative department will meet with APR staff to:
 - Evaluate the progress of the Action Plan objectives
 - Make any necessary modifications
 - Report to University leadership on the status of the continuous improvement efforts
- APR staff will assist the department with any data collection needs, such as the implementation of surveys or other data collection instruments.
- The APR process will repeat on a five-year cycle.



Questions?

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