

Sam Houston State University

A Member of The Texas State University System

OFFICE OF INSTITUTIONAL EFFECTIVENESS Administrative Program Review

July 31, 2017

EXECUTIVE SUMMARY

The objective of Administrative Program Review (APR) is to foster continuous improvement in University administrative departments. The following is an account of the APR process within Sam Houston State University's Office of Institutional Effectiveness.

The Institutional Effectiveness team met for the first time in July 2016 to begin working on the Self-Study and submitted the final version on February 20, 2017.

Representatives from Texas State University, Prairie View A&M University, Blinn College, and Sam Houston State University comprised the Peer Review Committee (PRC). On March 2, 2017, the PRC toured the Institutional Effectiveness facility and interviewed members of IE in order to complete the PRC rubric. On July 3, 2017, the Assistant Director for APR provided anonymized copies of the completed rubrics to the AVP of Institutional Effectiveness.

Completed rubrics included recommendations for improvement in the areas of:

- Reviewing and revising client satisfaction survey items
- Reviewing and revising the IE mission statement and information shared online; communicating the functions and services of Institutional Effectiveness with stakeholders more clearly
- Evaluating staff salaries as potential cause for analyst turnover
- Improving communication and relationships with faculty

Subsequently, Institutional Effectiveness submitted an Action Plan outlining objectives to:

- Update the department webpage; clarify the alignment of department goals with division and university goals
- Review and revise the IE client satisfaction survey
- Design and develop an interactive institutional fact book / dashboard
- Create a survey to be distributed to faculty in order to better understand current and future needs for IE services
- Create a communication template for use by Institutional Research Analysts
- Continue IE cross-training initiative to further improve communication with clients and to build stronger relationships with staff throughout the division

The next step in the APR process will be to meet in 2019 to review progress in implementing the Action Plan and take any steps necessary to facilitate continuous improvement objectives.