Sam Houston State University

A Member of The Texas State University System

OFFICE OF INSTITUTIONAL EFFECTIVENESS
Administrative Program Review

ACTION PLAN for Administrative Unit: Institutional Effectiveness   **Date:** July 7, 2017

Objective	Action Required	Timeline	Progress
I. Create a communication template for use by IR Analysts	I. AVP of IE and Asst. Dir. for APR will consult with Asst. Dir. for IR and IR Analysts to determine specific information analysts need to know before working on a ticket; a one-page document will be designed.	I. One year (FY18)	
II. Update mission statement / IE narrative on webpage to clarify the alignment of department goals with division and university goals	II. Asst. Dir. for APR will make suggestions for web improvements. AVP of IE and Asst. Dir. for APR will review and update the IE website.	II. One year	
III. Review and revise client satisfaction survey	III. Asst. Dir. For APR will review and revise the IE client satisfaction survey, with final approval from AVP of IE, in order to gain more insightful feedback for continuous improvement. Asst. Dir. for APR and AVP for IE will meet	III. One year (review, revision, decision on survey automation, survey implementation)	

	with IT to discuss survey automation options.		
IV. Design and develop interactive institutional Fact Book (dashboard)	IV. IE staff will use three Tableau licenses purchased in 2017 to design and develop a dashboard to display institutional data on the IE website.	IV. One year	
V. Create a survey to be distributed to faculty in order to better understand current needs and to help project future needs for services provided by IE	V. IE staff will create and distribute a survey via Qualtrics. Then, results will be analysed to determine faculty needs.	V. Survey creation: 1 year Implementation: 6 months Analysis of results: 6 months	
VI. Continue IE cross-training initiative to further improve communication with clients and to build stronger relationships with staff throughout the division	VI. IE staff will cross-train with at least two departments within the Enrollment Management division. Assistant Director for IR will assist in coordinating cross-training sessions for IR Analysts.	VI. One year	