

Sam Houston State University
Office of Institutional Effectiveness
Administrative Program Review



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
- Resources for best practices may include:
 - State and national associations
 - Accreditation standards
 - Program guidelines issued by the Council for the Advancement of Standards in Higher Education (CAS)



About Administrative Program Review (APR)

- 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



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 12 questions regarding the department's:
 - Mission and goals
 - Facilities and equipment
 - Staff
 - Policies
 - Communication/outreach
 - Stakeholder feedback
- APR staff will sit in on Self-Study preparation meetings, as needed.

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Administrative Program Review

1. Please describe your department's mission, goals, and primary duties and objectives, including a description of your department stakeholders. How do your department's goals and objectives tie to SHSU goals?
2. Concerning mission, goals, duties, and objectives, please describe changes that have occurred in your department in the last five years and any improvements that need to be addressed.
3. Concerning staffing, equipment, and facilities, please describe significant changes that have occurred in your department in the last five years and any improvements that need to be addressed. Include any strategic plans you may have developed.
4. Please describe departmental training and continuing education/development practices for you and your staff.
5. Please describe dependencies your department has upon other university personnel, departments, or divisions, and any institutional policies that relate to meeting your goals and objectives. List any areas where improvement is needed.
6. Describe any written policies that are in place for staff in your department. Please include a description of when and how updates occur, who manages updates, and how they are implemented.
7. What strategies, tools, or processes has your department used in the last five years to evaluate quality of service, satisfaction of stakeholders, efficiency of operations, and effectiveness of goals and objectives? Please explain thoroughly.
8. Please describe your communication with stakeholders via a university website or Internet presence, such as Twitter, Instagram, Facebook, etc. Describe any changes over the last five years.
9. Please describe the strengths of your department.
10. Please explain in detail the greatest challenges faced by your department.
11. Please describe any changes not previously listed in your responses that would contribute to your department's success in reaching its goals and objectives.

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:
 - Budget and expense reports
 - Annual assessment reports (OATdb and CampusLabs)
 - Institutional goals and objectives
 - Organization charts
 - Others 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.

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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 (conference call)
 - 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 (OATDB/CampusLabs) 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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