



Sam Houston State University
Office of Institutional Effectiveness
ADMINISTRATIVE PROGRAM REVIEW

December 7, 2015

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 Career Services.

In order to prepare for the APR process, a preliminary meeting was held on February 27, 2015. Attendees included the Vice President for Enrollment Management, Dr. Heather Thielemann; Associate Vice President for Enrollment Management, Scot Mertz; Director of Career Services, Pam Laughlin; Assistant Director for APR, Jamie Stein; and representatives of Career Services and Institutional Effectiveness (IE).

The Career Service's team met throughout March, April and May 2015 to complete the Self-Study and submitted the final version to Institutional Effectiveness on May 1, 2015.

Representatives from Oklahoma State University as well as Sam Houston State and Ernst & Young comprised the Peer Review Committee (PRC). On June 23, 2015, the PRC interviewed members of SHSU Career Services and some toured the facility in order to complete the PRC rubric. After receiving the completed PRC rubrics on August 10, 2015, IE provided anonymized copies to Career Services.

Completed rubrics included recommendations for improvement in the areas of:

- Realigning current space
- Identify alternatives to collecting relevant student data
- Starting a campaign for faculty buy-in

Subsequently SHSU Career Services submitted to IE a Five Year Action Plan addressing:

- Develop and adopt a mission statement
- Hire consulting firm to assist with office space issues
- Many proposed changes to the staffing in an attempt to reorganize current duties into a more efficient working environment
- Modify current surveys and stakeholder feedback to be more efficient
- Propose partnership with CSO for implementation of The Outcomes Survey
- Implement yearly review of policies
- Improve the marketing and communication plans for a more organized and strategic approach

The next step in the APR process will be to meet with Career Services in 2017 to review progress in implementing the Action Plan and take any steps necessary to facilitate continuous improvement objectives.