



Sam Houston State University
Office of Institutional Effectiveness
ADMINISTRATIVE PROGRAM REVIEW

October 24, 2016

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 SAM Center-Advising.

In order to prepare for the APR process, a preliminary meeting was held on October 9, 2015. Attendees included the Vice Provost, Dr. Jaimie Herbert; Associate Vice Provost, Dr. Mary Robbins; Executive Director of Student Mentoring and Advising Center, Dr. Bill Fleming; Director of Academic Support Programs, Dr. John Jordan, Assistant Vice President for Institutional Effectiveness, Donna Artho, and Assistant Director for APR, Jamie Stein.

During the process of completing the self-study, The SAM Center team determined it would be best to divide SAM Center into two reviews, one for advising and one for mentoring. SAM Center-Advising staff completed the self-study in April, 2016.

A representative from Texas Women's University, as well as Sam Houston State, comprised the Peer Review Committee (PRC). On July 18, 2016, the PRC interviewed members of SHSU SAM Center and some toured the facility in order to complete the PRC rubric. After receiving the completed PRC rubrics IE provided anonymous copies to the SAM Center.

Completed rubrics included recommendations for improvement in the areas of:

- Modifying the mission statement
- Change feedback from quantitative to qualitative
- Improve communication with stakeholders
- Establishing policies and procedures

Subsequently the SAM Center completed a IE a Five-Year Action Plan addressing:

- Identifying ways to facilitate increased enrollment with current facilities
- Increasing departmental staff to accommodate student growth
- Increasing communication with stakeholders
- Reorganizing online advising to accommodate the increased online student population
- Reorganizing advising to have advisors who are specialist in the various departments within a particular college
- Updating assessment methods to include qualitative data

The next step in the APR process will be to meet with the SAM Center-Advising in 2018 to review progress in implementing the Action Plan and take any steps necessary to facilitate continuous improvement objectives.