ADMINISTRATIVE PROGRAM REVIEW AND PLANNING

Self-Study Reporting Template

February 13, 2018

The purpose of this document is to serve as the paper-based collection instrument for completing the Administrative Program Review and Planning (AdmRP) cycle. It also serves as the framework for building an electronic template in the Compliance Assist: Program Review platform.

Administrative Support Programs

For the purpose of this program review, administrative support programs are defined as functional units of this institution that provide stewardship and support in delivery of fiscal, human, and physical resources to advance the university’s mission and strategic goals. This definition is flexible in order to allow divisions to identify programs. The vice president responsible for the division, in which the administrative support program exists, will have the final say in identifying programs to be included in this review.

General Guidelines for Completing the AdmRP Template

The Administrative Program Review and Planning (AdmRP) template is designed around criteria that will structure the program’s self-review in line with the university strategic goals, and how collected data and review information will be used in future strategic planning.
Responses must be based on credible, verifiable sources (e.g., institutional data, etc.), and must be appropriately cited. For example, if comparisons to the State of Michigan population demographics are being referenced, a website showing the data should be provided as the source, and the reader should be given relevant descriptive statistics as part of the response. Note: Once an electronic template is available in the Compliance Assist: Program Review platform, self-review completers will be able to upload and attach cited material to the template.

When providing evidence in the form of data (e.g., “participation increased 15% from July 1, 2014 to June 30, 2017,” etc.), template completers must also comment on how data impact program planning. For all responses, care must be taken to provide evidence that can be identified in the source line, particularly when making comparisons or including program ranking information.

Although some questions may seem similar to others, each question is based on a specific criterion, so each requires an authentic response. Copying and pasting responses within a program template, or between program templates, will not provide accurate program-specific information.

It is possible that some programs may not be able to respond to some criteria. An honest response of “we don’t know” is valuable information for planning purposes. Responding with “N/A,” “not applicable,” “not available,” etc., however, is not sufficient on its own, and must include a brief rationale.

Please remember that completed review templates will be read by individuals who may not be familiar with the program’s taxonomy. Therefore, acronyms and initials should be kept to a minimum. When including acronyms and initials, the official title or proper name must be written out in its first instance.

The template is a fillable form. Click or tab in each box to enter information. Note: although fillable areas will expand to fit submission, please limit responses to 200 words.

Overview

Please provide the officially recognized program identification information. For the purpose of this program review, administrative programs are determined by the division’s vice president or director.

Please complete the following information. Note: if the division directly supervises the program, do not complete “College or Unit Name” or “College or Unit Head.”

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Enter program’s official name</th>
</tr>
</thead>
<tbody>
<tr>
<td>College or Unit Name</td>
<td>Enter official name of program’s supervising unit</td>
</tr>
<tr>
<td>WMU Division Name</td>
<td>Enter official name of VP-level division</td>
</tr>
<tr>
<td>Submission Date</td>
<td>Enter submission date</td>
</tr>
<tr>
<td>Program Head</td>
<td>Enter name and title of program head</td>
</tr>
<tr>
<td>College or Unit Head</td>
<td>Enter name and title of unit head</td>
</tr>
<tr>
<td>VP or Division Director</td>
<td>Enter name and title of division head</td>
</tr>
</tbody>
</table>

Please enter the address and physical location of the program offered.
Click or tap here to enter text.

In what year was the program initiated?
Programs initiated prior to 2000 may enter the phrase “prior to 2000”

In what year was the last significant revision made to the program?
Programs revised prior to 2000 may enter the phrase “prior to 2000”

What revision was made, and what mitigated the revision (e.g., best practices, stakeholder recommendations, etc.)?
Strategic Planning

1. Please provide your program’s mission statement, vision and value statements.

2. How does your program’s mission support the division’s mission as well as the university’s goals and strategies?

3. What are your top three to four strategic goals for the upcoming year and how do they align with your mission?
   i. Enter top strategic goal for the program.
   ii. Enter top strategic goal for the program.
   iii. Enter top strategic goal for the program.
   iv. Enter top strategic goal for the program.

4. Please provide your organizational chart.
   Right-click inside the box, below, to paste a JPG, PNG, or other “picture-type” copy of your organizational chart.

5. List and briefly describe the major functions performed/services provided by your department. For each function, indicate the frequency in which the activity is performed (daily, weekly, monthly, or annually). Also for each activity, indicate the stakeholder(s)/customer(s) served.

   Click or tap here to enter text.
6. Review the functions/services performed and determine whether or not the activity falls within the purview of your department and should continue to be performed.

Communication and Assessment

1. List and describe any external reviews/assessments conducted within the past five years of your department. Provide information on who performed the review, when it was conducted, activities performed during the review, and the outcome.

2. What actions did you take as a result of the findings of the external review/assessment?

3. List and describe routine communications made by your department on a regular basis. Provide the frequency of the communication and identify the intended audience.

4. What metrics do you use to evaluate the effectiveness and efficiency of your operations? Identify three to five metrics you used to evaluate your operations.

5. Are you able to benchmark your performance against externally recognized metrics for either best practice and/or performance? If so, please provide performance metrics as benchmarked against external data. The external source must be a verifiable source and must be appropriately cited and attached, where appropriate.

Learning and Discovery

1. List and describe any programs/activities that your department engages in that supports and provides:
   - Learning/discovery opportunities
   - Research and/or grants
   - Global engagement

2. Detail and comment on how your department participates in, facilitates, or promotes community outreach.

Law and Policy

1. List laws and regulations that you must comply with in performing your services.
2. How frequently do you review your department’s policies and guidelines? What causes the review?

Click or tap here to enter text.

3. Detail and comment on the program’s preparedness for threats, emergencies, and crises.

Click or tap here to enter text.

Resource Management

1. For your department, please provide the following information:

- Operating budget for the 2017-18 year (can be a glow report or any other report format)
  
  Click or tap here to enter text.

- Operating expenses and revenues incurred year-to-date
  
  Click or tap here to enter text.

- Number of FTEs
  
  Click or tap here to enter text.

- Required degrees, professional certifications, or other professional credentials required to satisfactory perform the work of your department
  
  Click or tap here to enter text.

- If you have employees who have voluntarily completed training and received certificates and/or other externally recognized degrees/program certifications/professional honors, please note these
  
  Click or tap here to enter text.

- If you have employees who participate in regional, state, or national professional organizations as members please list these organizations
  
  Click or tap here to enter text.

- List presentations made at professional conferences or at professional group meetings
  
  Click or tap here to enter text.

2. List any awards/honors received for specific projects/accomplishments within the past five years. Identify who provided the award/honor as well as for the reason earned.

Click or tap here to enter text.

3. How does your department support diversity and inclusion?

Click or tap here to enter text.

Impact and Opportunity

1. As you look forward to the next five years, describe challenges and opportunities that your department will face.

Click or tap here to enter text.
2. As a result of this review, what opportunities have you identified to change the level and delivery of services to reduce costs, increase revenues, enhance the level of service, or to be more effective in the delivery of service?

Click or tap here to enter text.