Key Activities and Benefits

Administrative Program Review

Key Activities

- Examine the department's mission and how it aligns with the University's Mission and Strategic Plan
- Review current priorities, direction, services, and organizational efficiency
- Identify customer needs and collect customer feedback
- Benchmark practices, services, and quality with those of other leading national universities
- Validate strengths and identify opportunities for improvement

Benefits

- Improved short-range and long-range planning to reach those priorities
- Participation and input from members regarding improvement
- Integration of assessment methods into departmental operations for continual feedback
- Enhanced communication within the department

- Improved levels of customer and employee engagement and satisfaction
- Support for managers and employees to develop and improve skills
- Insight from knowledgeable experts at peer institutions
- Broader understanding of university processes

Self-Study Team

External Reviewers

Action Plan

- The Self-Study report is shared with External Reviewers for background information.
- Reviewers visit campus, conduct interviews, and meet with the APR team to develop a set of recommendations
- Establish common set of recommendations
- Set clear priorities that link to University priorities
- Develop action plans and performance measures to achieve high-quality performance results