



Administrative Program Review at Boston College

Kick-Off Meeting

June 2009



Link to BC's Strategic Plan – *Program Review*

Program Review is a developmental process of assessment and planning activities designed to:

- assess quality and effectiveness of each department,
- prioritize programs and activities,
- stimulate planning and continuous improvement,
- and insure that the development of each department is aligned with university-wide strategic priorities.

-- *Presented to the Boston College Board of Trustees, February 2006*



Today's Objectives

1. Introduction of the Administrative Program Review (APR)
2. High-level review of the program and its processes
3. Information about next steps and how you can participate



The APR Mission Statement

The mission of the Administrative Program Review is to foster among the University's administrative departments a culture that values self-examination, quality improvement, strategic thinking, mission-aligned planning and the continued pursuit of excellence.

Ever to Excel



What is Administrative Program Review (APR)?

For the University:

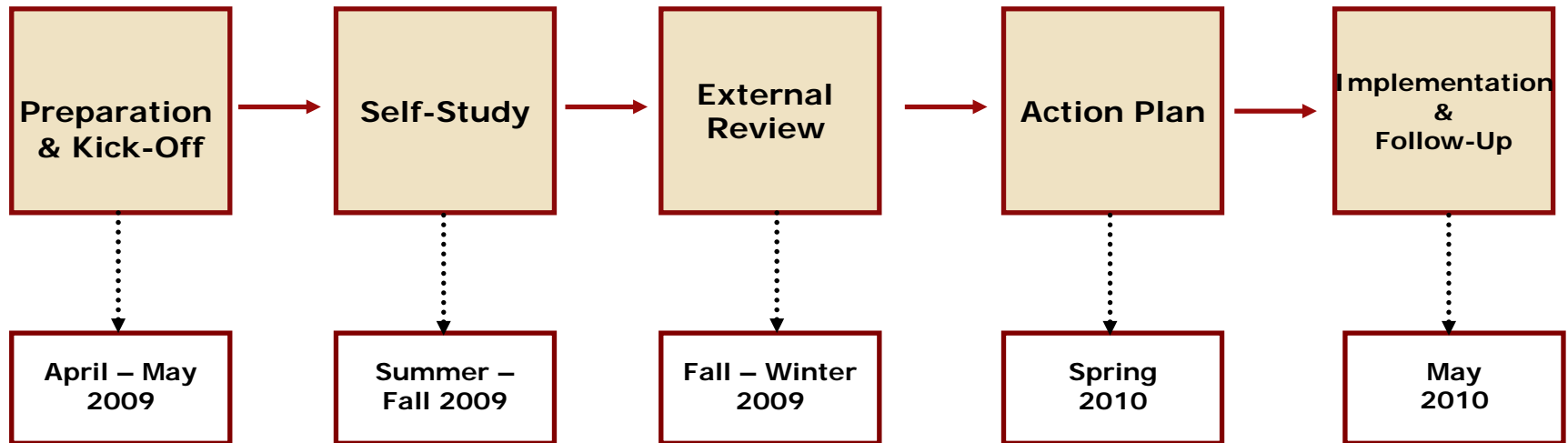
APR is a developmental process of on-going program reviews that involve systematic assessment, planning, action and improvement across administrative departments at Boston College.

For Departments:

APR is a set of activities designed to help managers & employees examine their department's current operations, make adjustments and establish plans for continuous improvements.

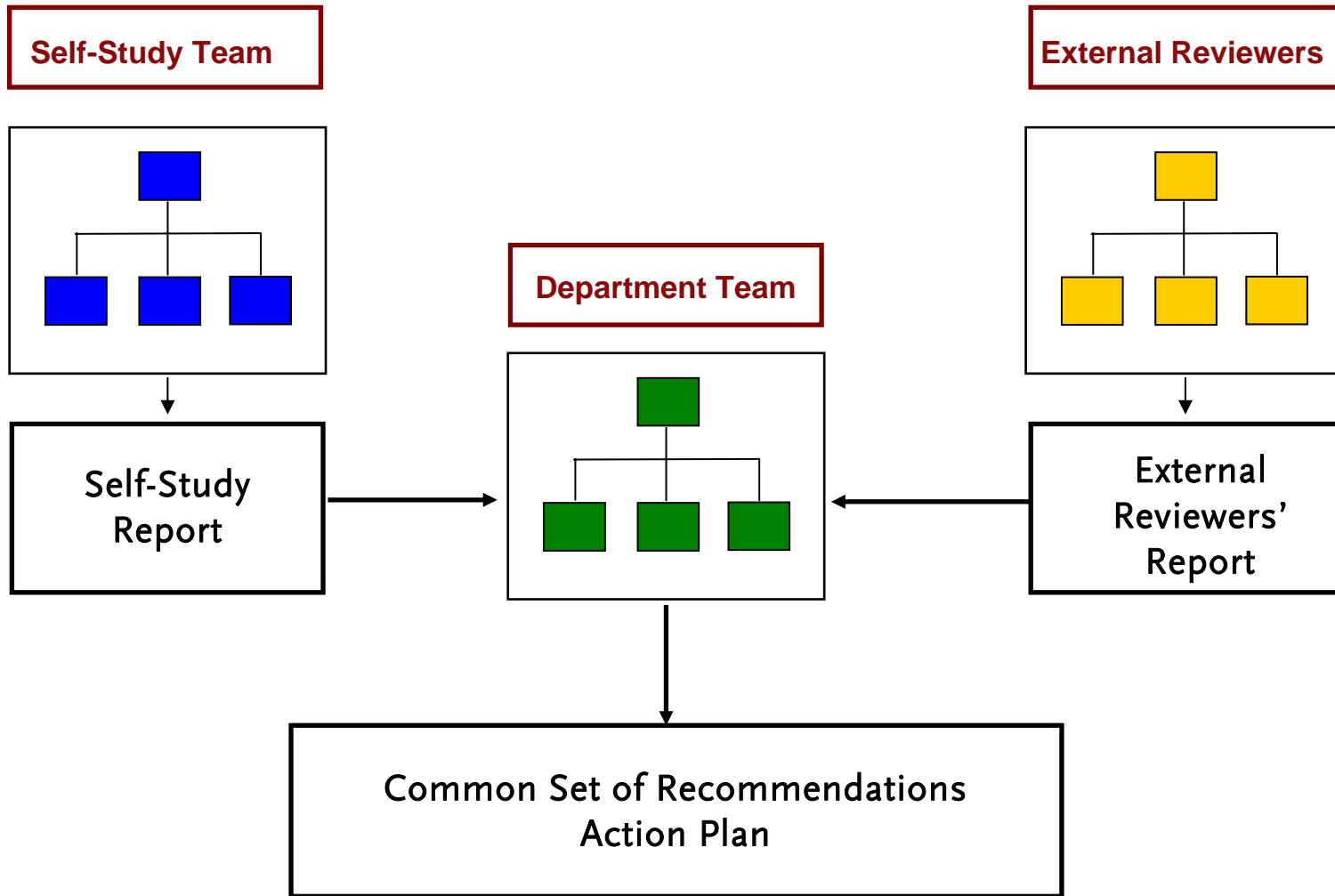


APR Activities and Projected Timeline





APR Teams and Deliverables





Self-Study Report Topics

I. Laying the Foundation

- Department Profile
- Mission and Goals
- Activities and Products/Services
- Organizational Practices

II. Information Gathering

- Customers and Cross-Unit Relationships
- External Environment
- Internal Environment

III. Findings and Recommendations

- Department Resources
- Strategic Position and Direction
- Recommendations and Goal-Setting



Outcomes and Measures of Success

- » Clear mission and priorities
- » Alignment with Strategic Plan
- » Improved short-range and long-range planning
- » Empowerment and employee participation
- » Improved levels of quality & customer satisfaction
- » Manager and employee development
- » Opportunities for supporting diversity



How You Can Help Ensure Success

- ✓ support your self-study team
- ✓ participate in review activities
- ✓ provide feedback, ideas and suggestions
- ✓ assist with gathering information
- ✓ review documents and drafts
- ✓ provide expertise and advice
- ✓ support recommendations and action plans



Your Feedback and Support are Important

- Providing feedback about the design
- Refining the design and processes
 - Identifying what works well
 - Highlighting areas of concern
 - Making suggestions for improvement
 - Offering ideas for future enhancements
- Ensuring the best fit for BC
- Helping to spread the word
- Being a resource for other teams