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## Administrative Review Program

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### Purpose & Overview

The purpose of this program is to develop a meaningful review process for the administrative units under the Finance and Operations Division in order to improve our efficiency and effectiveness.

Unit reviews should include comparisons with the University's peer institutions. Other similar administrative units from within the University or other State universities may be used as needed. The unit reviews will include specific steps to improve quality and increase efficiency. The program reviews will be evaluated by individuals with relevant expertise.

Units that provide services that may be obtained from non-university sources, should include peer comparisons from the University's peer institutions as well as comparisons from the private sector.

Program reviews will be conducted using the Division Guide for the Administrative Review Program and at a minimum, demonstrate the extent of the units necessity to the Division's and the University's Strategic Plan. The review will also indicate the quality of service as supported by customer satisfaction, the efficient use of University resources, and recommendations for any improvements.

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### Division Guide for the Administrative Review Program

The following is a guide for the Administrative Review Program review process:

#### **1. Program Review**

- All administrative units under the Office of the Vice President for Finance and Operations will be periodically reviewed.
- The Vice President for Finance and Operations, in consultation with the Division's Direct Reports, will establish a time line for the conduct of the reviews.
- It is anticipated that the reviews will be conducted so as to minimize disruption to ongoing University activities.

#### **2. Commitment of Leadership**

- A meaningful and productive review of services will require the active participation and leadership of supervisors throughout the entire process.

- Program Directors are responsible for effectively communicating with all their staff relative to the program review process, and how this program compliments the Division’s Strategic Plan.
- Program Directors will review each activity and program currently within their area to see if modifications are needed to serve the overall best interests of the University. Directors will review programs and activities within the context of the Division’s Strategic Plan and with guidance from the Vice President for Finance & Operations. Program Directors will provide the leadership to assure this is initiated, concluded, and productive.

### **3. Describe the Program and Services**

- Develop a database of information on each program, including comparative data on programs with other institutions, as well as private sector providers of the service. Provide complete and thorough data and information that helps describe the functions and requirements of each program. Include qualitative and quantitative information to provide descriptive information on the particular program under review.

Each review should include the following elements:

- Describe functions and requirements of each program; and the service levels the program strives to meet.
- Describe areas of strengths and areas of needed improvements and how the unit plans to address these.
- Provide descriptive information about the programs, including peer comparative data when possible, that can provide a qualitative context for the cost of providing the program.
- Specifically define the budget for the program for the past three years, including the current year.
- Provide a three-year history on all data trends, if possible.
- Review all sources of funds.
- Provide an organizational chart for the program.
- Define any regulations, code, or other requirements now supported by the program.

### **4. Gather Data**

- Consider any information from clients that would serve to clearly suggest that operations at a different level are desired.
- Define “peer” programs at other institutions of higher education and gather comparable data that would provide specific information on cost for the level of services provided.
- Gather data from benchmarking studies for the program under review, through national/regional/statewide professional associations.

## **5. Evaluation of Services**

- Evaluate the services as they relate to the mission of the Division of Finance and Operations.
- Review formal customer satisfaction feedback from campus clients.

## **6. Internal Assessment (self-evaluation)**

- Provide a self-analysis of cost effectiveness and quality of service of the program.
- Identify specific areas of excellence, and areas for improvement/change and how changes will be accomplished.

## **7. Action Plan**

- The final report of the evaluation should define specific action plans leading to greater efficiency, effectiveness, and customer service.

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## **University Administrative Advisory Group (UAAG)**

The charge of this group is to:

- Advise on administrative matters that impact the University;
- Explore more efficient ways to accomplish tasks, while balancing the needs of the University community relating to administrative practices;
- Balance the University Strategic Plan with external mandates, such as, but not limited to, legislative requirements, federal regulations, State Board of Higher Education requirements, etc.;
- Facilitate the sharing of information so that efficiencies can be achieved from the efforts of other units;
- Provide comments and suggestions on administrative matters to the Vice President for Finance and Operations.

Membership consists of representatives from each Vice President and a member representing the Dean's Council. The Chair will be appointed by the Vice President for Finance and Operations.