

Administrative Program Review

OVERVIEW

Administrative Program Review (APR) was launched in 2006 as part of BC's Strategic Plan and the University's commitment to continuous improvement and Ever to Excel.

Our Mission is to foster among the University's administrative departments a culture that values self examination, quality improvement, strategic thinking, mission-aligned planning and the continuous pursuit of excellence.

APR supports the realization of the Strategic Plan by providing a system to ensure that our current work is efficient and effective and to assess the strategic alignment of departments' activities with the overall BC mission and Strategic Plan.

WHAT IS APR?

Assessment & Planning Levels

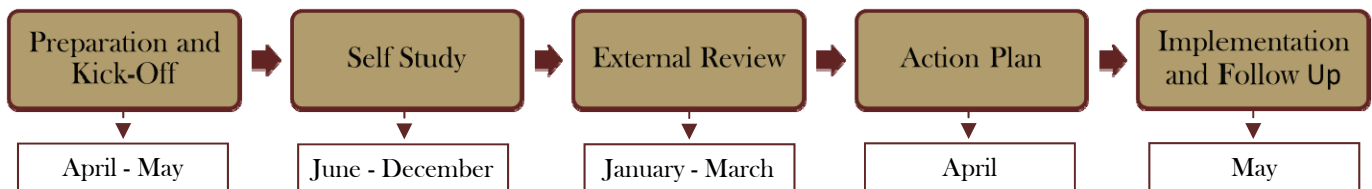


Administrative Program Review is...

- ❖ A developmental process of on-going reviews
 - ❖ Creates systematic assessment, planning, & improvement across administrative units at BC
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- ❖ A set of activities designed for managers and employees to:
 - Examine their department's current operations
 - Make adjustments
 - Develop plans for continuous improvements

APR STEPS AND PROJECTED TIMELINE

APR involves a self-assessment conducted by members of the department, a campus visit by peer experts from other universities, the implementation of an action plan for changes based on recommendations and ongoing monitoring and follow-up. While an overall timeline and general milestones are suggested, departments have the flexibility to establish an individual timeline that integrates their APR activities with the nature and schedule of the department's work.



PLANNING AND ASSESSMENT



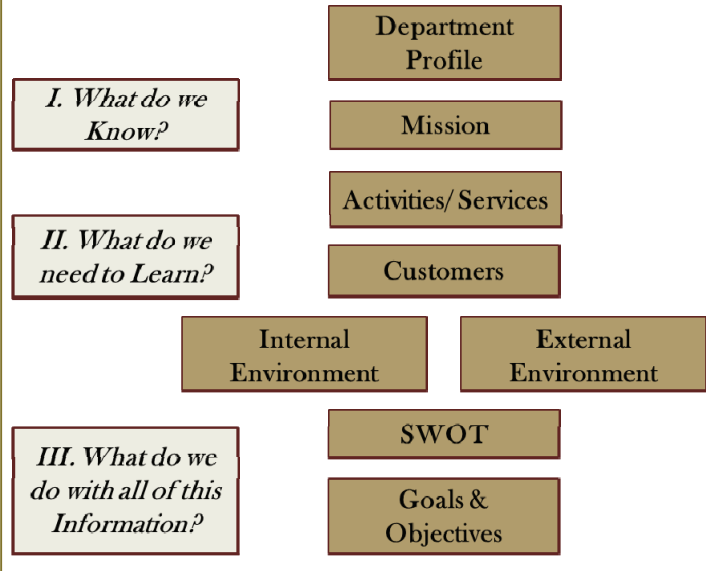
GOALS

- 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
- Validate strengths and identify opportunities for improvement
- Gain insight from knowledgeable experts at peer institutions
- Benchmark practices, services and quality with those of other leading national universities
- Develop action plans and performance measures to achieve high-quality performance results

BENEFITS

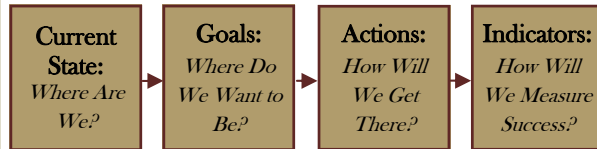
- Established, clear priorities that link to university priorities
- Improved short-range and long-range planning to achieve those priorities
- Participation and input from members regarding improvement
- Integration of assessment methods into its operations for continual feedback
- Improved levels of customer and employee satisfaction
- Enhanced communication within the department
- Support for managers and employees to develop and improve skills
- Broader understanding of university processes
- Access to peer institutions and experts
- Collection and use of data to justify plans and proposed changes

SELF STUDY COMPONENTS



STRATEGIC MANAGEMENT

The APR process is designed to help departments align themselves with the mission and goals of the University and their divisional areas as they assess their current state and plan for the future.

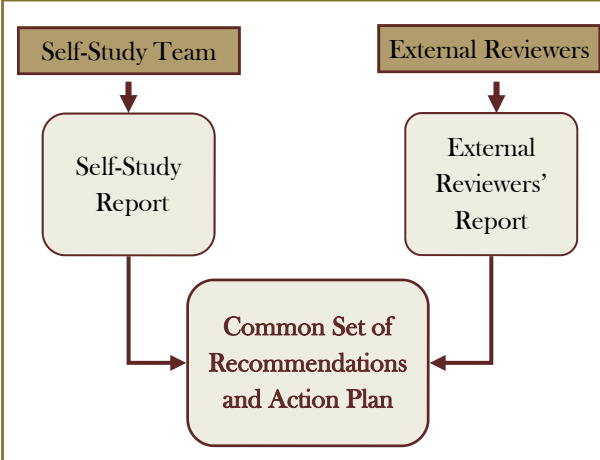


OUTCOMES

The following are examples of results and outcomes from departments that have completed the APR process in their areas:

- Improved Operations and Processing
- Expanded use of Technology
- Enhanced Service Offerings
- Re-examined Activities
- Expanded Communication and Outreach Efforts

APR TEAMS AND DELIVERABLES



APR OFFICE SUPPORT

APR Staff are available throughout the review process to offer the following services:

- Orientation
- Workshops
- Facilitation Services
- Project Planning
- Coaching and Feedback
- Editing Support

INSTITUTIONAL RESEARCH SERVICES

- Data Profiles
- Benchmarking Advice
- Customer Surveys
- Focus Groups
- Structured Interviews
- Data Analysis & Presentation

CONTACT APR

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