

Assessing Administrative Effectiveness

CQI



- Capture the unit's actual business practices and aspirations and connect clearly to the University Mission and Strategic Plan
- Promote a consistent communication flow from departments/units to Division VPs and the President
- Identify needed changes, which can feed into resource allocations

SACSCOC Requirement



Accreditation Principle 7.3 (Administrative effectiveness) states:

The institution identifies expected outcomes of its administrative support services and demonstrates the extent to which the outcomes are achieved.

Resource Manual for 7.3 states:

*It is critical that administrative support services are provided effectively in order for the institution to obtain its **strategic goals** as well as **operational efficiency**. These offices **serve the educational mission** of the institution in a much more indirect way than do offices related to educational programs or academic and student services, but they are just as critical for the ability of the institution to achieve its mission.*

BOR Requirements



- The Board of Regents Policy Manual, section 2.9 on Institutional Effectiveness: Planning and Assessment mandates:
 - *a formal process by which systematic assessment of effectiveness for administrative support programs and/or functions is conducted and the results of assessments are used to achieve institutional improvement.*
 - *Each institution shall link its substantive budget allocations and other major...administrative decisions to its planning and assessment processes to improve institutional effectiveness.*

Georgia State's Process



1. Administrative departments and units will set goals, target outcomes for each goal, assess whether the targets are met, and use the assessment results to plan and implement quality improvements.
2. Senior leadership will exercise oversight of the administrative assessment process and determine the departments and/or units to be assessed.
3. Administrative departments/units will report annually on their operational effectiveness and efficiency, and on their contributions to the university's mission and strategic plan.
4. The reports will be approved by the appropriate Division Vice President and the Associate Provost for Institutional Effectiveness (APIE) before being submitted to the President for final approval.

Administrative Review Group (ARG)



5. The President will appoint, annually, members of a committee called the Administrative Review Group (ARG), comprised of representatives from the various Divisions.
 - Reviews assessment reports
 - Notes cross-cutting administrative issues or needs that arise
 - Advises APIE on needed changes to the process or report template

6. The APIE will deliver the key elements of ARG's report once a year to the Administrative Council.

Timeline



Month	
July 1	President appoints members of the Administrative Review Group. ARG meets twice a year.
October - February	Administrative departments/units submit annual assessment reports to Division Vice President and APIE.
April 1	OIE certifies that the submitted plans have the required elements. Division VP approves the assessment findings.
May	APIE transmits significant findings to the Administrative Council.
Spring-Fall	Departments/units use findings for improvement