



WILKES UNIVERSITY
Administrative Unit
Full Review (FR)

Administrative Unit Review

FULL REVIEW
FY25 REPORTING
UNIVERSITY ASSESSMENT
COMMITTEE (UAC)



Why Unit Review?

- Ensures ongoing tracking of performance related to objectives/goals
 - This is particularly important as it relates to the strategic plan.
- Meets institutional accreditation requirements for documentation of evidence of improvement processes
 - Sustained assessment process
 - Processes result in information useful to the unit
 - Improvement based on results



This presentation will cover:

- The multi-year schedule for review of units
- The timeline (including due dates) for the process
- The reference period for assessment data referenced
 - Reference last fully-completed fiscal year (June 1st– May 31st)
- The role that Unit heads/directors play in the process
- The role that Vice Presidents or next level managers play in the process
- How to complete the form



The multi-year schedule

- Each administrative unit will complete a Full Review (FR) every 3rd year.
- For the years in between, an Annual Update (AU) is completed.
- This year (FY25 reporting) is the **11th** year we are referencing the multi-year schedule
 - However, it is the 4th year using the June to October reporting schedule.



Timeline/Due Dates for Reviews

- Full Review:
 - Form due in from Unit Head/Director to Vice President (VP) by Friday, **October 3rd**.
 - Form due in from VP to Institutional Research (IR) by Friday, **October 24th**.
- Assessment Committee goal to get feedback to VPs and Unit Heads/Directors by or before **April 1st**.
- VPs or next level managers are encouraged to meet with Unit Heads/ Directors to discuss feedback prior to the end of May.



Roles for the Process

- Unit Heads/Directors
 - Coordinate participation for the unit in the program review. This involves:
 - Completion of the program review form
 - Engaging staff in the review process
 - Sending completed review to the VP by the due date
- Vice Presidents:
 - Collect completed reviews
 - Review with Directors (time permitting)
 - Send completed review to IR by the due date
 - When have Assessment Committee's feedback, encouraged to meet with directors to review to inform budgetary needs and ongoing improvement planning for the unit.



Types of review: The Full Review

- A Full Review has the following main components:
 - Unit Objectives
 - Unit Assessment Process
 - Unit Performance
 - Staff Accomplishments (optional)
 - Strategic Plan
 - Staff Engagement



Full Review: Unit Objectives

- Each unit should have a few core objectives that help to define, in measurable terms, how it contributes to the mission of the university.
- If the unit you represent does not have core objectives established, or if you are unsure, please contact the Institutional Research Office (brian.bogert@wilkes.edu).
- Many units have created a 'profile'. This profile provides a consistent reference point for the unit (mission, vision, key objectives, key assessment activities, alignment with strategic plan, etc.) across review cycles.



Full Review: Unit Objectives (continued)

- In the 'Unit Objectives' tab of the unit review form, you are asked to do the following:
 - Type in your unit objectives where designated
 - Align each objective with the appropriate strategic plan theme to which it contributes
 - Briefly describe how the objectives are connected to the individual performance management plans for staff
 - Briefly describe who is served by your unit (key stakeholders)



Full Review: Unit Objectives (continued)

- If your unit uses co-curricular outcomes (learning outside of the classroom that builds on learning in the classroom), please:
 - Type in the co-curricular outcomes where designated
 - Align each outcome with the appropriate strategic plan theme to which it contributes
 - Align each outcome with the appropriate undergraduate Institutional Student Learning Outcome (ISLO) to which it contributes
- If your unit contributes to extra-curricular outcomes (learning outside the classroom that is different/independent of learning in the classroom), please briefly describe the outcome(s) and your unit's contribution in the space provided.



Full Review: Unit Assessment Process

- For each unit objective (indicated in previous section):
 - Does the unit track achievement of the objectives?
 - If yes, how often? (what is the assessment cycle?)
 - Briefly describe how your unit determines success

- For each co-curricular outcome (if used):
 - Does the unit track achievement of the objectives?
 - If yes, how often? (what is the assessment cycle?)
 - Briefly describe how your unit determines success



Full Review: Unit Performance

- Performance related to service/satisfaction of stakeholders
 - Please reference either the data profile provided from Institutional Research (if available), or another source of data accessible to your unit collected from those served. The focus should ideally be on their level of satisfaction with the unit's services.
 - Respond to the following questions:
 - What is the level of satisfaction?
 - What actions will continue, or will be taken to improve performance?
 - Will resources be needed (and what kind?) to support the plan for improvement?



Full Review: Unit Performance (continued)

- For each unit objective, please report on the most recent measurement of progress (from the last fully-completed fiscal year):
 - Identify the goal/benchmark used to determine whether objective was met.
 - Report out on the performance on that objective.
 - Was the goal/benchmark met?
 - Describe actions planned to improve performance (if needed) or to continue to meet goals/benchmarks.
 - Identify any resources needed to support actions.
- For each co-curricular outcome (if used), please respond to the same prompts, reflecting on the most recent measurement.
- Additional Context: Provide additional context in brief narrative form that may aid the Assessment Committee in properly interpreting what you have documented about the assessment process or results.



Full Review: Staff Accomplishments

PLEASE NOTE: *Completion of this section is encouraged, but not mandatory. It may provide an opportunity to identify & share “kudos-worthy” accomplishments for those in your unit.*

- Please briefly identify any recent, notable accomplishments of staff within the unit.
- Be sure to also identify whether – and how – the accomplishment is related to the individual’s function at the University.



Full Review: Strategic Plan

- Please list the contributions of the unit to each strategic plan theme/goal (where applicable).
 - It is not anticipated that any one unit will necessarily contribute to all themes/goals.
 - Contributions may relate directly to official strategies outlined in the plan or to other activities that the unit believes will help.
- Next to the contribution, please indicate whether the contribution is:
 - 1 = A recent contribution (once, completed),
 - 2 = A current, or ongoing contribution, or
 - 3 = A planned contribution



Full Review: Staff Engagement

- Please identify strategies used to engage staff from the unit in the review process.
 - It is important that staff be involved in the process, where appropriate, to ensure what is submitted is the best representation of the unit.



Questions?

Please contact Brian Bogert (Co-Chair,
Assessment Committee)

...Or your Assessment Committee
Representative (see Assessment Committee
Website).

Thank you!