**UNIVERSITY OF MISSOURI – KANSAS CITY**

**Office of the Provost**

Version: January 19, 2016

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**Committee for Institutional Effectiveness**

**Unit Program Review**

Proposed Process

If executed well, Unit Program Reviews have the opportunity to provide important and valuable function for UMKC:

* Promote transparency
* Ensure accountability
* Improve service effectiveness and efficiency of units for all constituents
* Foster communication between faculty leadership and administration
* Ensure recommendations and implemented as appropriate and are successful

If executed poorly, Unit Program Reviews create the threats to UMKC of being:

* Chaotic in focus and organization
* Overwhelming in activity and data collection
* Demoralizing for unit personnel
* Targeting personality rather than process and services
* Perceived as non-legitimate
* Result in little follow-up action
* Therefore, non-value-added

As Chief Academic Officer, the Provost is responsible for implementing program review for the university, houses the Office of Institutional Research, and serves a liaison role between the Faculty Senate, faculty, and the administrative units at UMKC for the unit program review function. As such, it is incumbent upon the Provost to establish guidelines that support rigor of process and validity of data in order to ensure success and value-added in the outcomes of this activity.

*Proposed Guidelines:*

1. In order to ensure rigor and validity of process, each task force will provide a brief (2-3 page) outline of evaluation method to the Provost prior to data collection phase, which includes clarification of:
	1. Evaluation questions,
	2. Data collection process, including specifically:
		* Data sources needed from administrative units,
		* Persons to be interviewed;
	3. Timeline for completion of evaluation and submission of report.
2. In order to minimize adverse effects on workload for staff in administrative units, data gathering will involve two phases:
	1. Phase 1: General data gathering,
	2. Phase 2: Focused review.
3. In order to be responsive to task force members, when data are requested, units and institutional research office will respond with data within 10 calendar days unless request for extension is granted by Provost.
4. In order to ensure that regular operations are not adversely effected by load of data gathering, all information requests will be sent by CIE Chair to Provost, who will coordinate schedules to ensure scope adheres to plan and responsiveness of units. Neither individual staff members in units, nor individual task force members, are to be contacted directly with any requests for data or action.