

**Self-Study and External Review**

**1) Annual reports and self study**

**a) Evaluation process**

The Vice Provost and staff members work together to establish unit goals, and the accomplishment of these goals are evaluated annually. The goals relate to important developmental initiatives for enhancing operations and services (rather than normal, routine actions). As part of the self-study/reflection, the Vice Provost asked the staff questions related to quality of operations, including the following topics: effectiveness indicators/outcome measures, annual goal setting and evaluation as an assessment process, improvement of operations, additional improvements, learning-centered university, and other topics the staff wished to add. Consistent with the high level of quality as perceived by the staff during the self-study/reflection process, the results of a survey conducted during summer 2007 validated campus members' perceptions regarding effectiveness of operations performed by the Office of Academic Programs. Effectiveness was defined as quality of services and satisfaction with customer service as related to staff timeliness, accuracy, helpfulness, communication, professionalism, and reliability. Overall satisfaction with the quality of customer service/staff assistance in the Office of Academic Programs was extremely high, with no respondents indicating overall dissatisfaction. The lowest rating was for the website for the Office of Academic Programs. This rating, while still high, indicates the need for the website to be improved, including more frequent updates and curricular processing forms in usable electronic format. The Office of Academic Programs is pleased to report that the website has been updated and now contains the new fill-n-print course proposal form which has received glowing reviews across campus.

**b) Divergence between self study and review team findings**

The self study reported the survey results indicating that timeliness was the only item in which a level of dissatisfaction was cited in the written comment section of the survey. This rating resulted from one respondent who added the comment that the low rating was due to "...staff wearing multiple hats, as does so many other staff." The External Review Team noted two areas of improvement: the Academic Programs website and timeliness of services. The review team findings suggested that the unit may wish to look into whether there are areas of responsibility or individual tasks that could reasonably be siphoned elsewhere and if the unit had additional resources, it might reasonably request additional staffing.

**2) Mid-year and annual budget reports**

**a) Narrative summary**

The budget allocated to the Office of the Vice Provost includes salaries and operating line items required for the maintenance of high quality service and support for the unit.

**b) Assessment of resource allocation and effectiveness**

Over the past several years due to severe CSU budget reductions, the Vice Provost's budget, along with other support units, were reduced drastically. This forced the unit to streamline processes while simultaneously taking on more responsibilities. With the additional work required from the Office of Academic Programs for the CMS catalog conversion, monies from CMS have been supplemented for a .5 position which is being utilized as a backfill replacement. Without this additional funding and without temporary one-time funding, the office functions would not be as efficient and of high quality standard as in the past.

**c) Adequacy of resources allocated to perform mandated functions**

The operating resources allocated to the Office of the Vice Provost are minimally adequate to perform mandated functions at this time; however, as more mandates are required, more new degree programs are developed, and the university continues to grow, the Vice Provost's office and the units that report to the Vice Provost will require additional staffing to support the additional growth.

**3) Effectiveness of the unit in supporting the mission of the university**

**a) Mission, goals, and values**

The Office of the Vice Provost regards the promotion of academic excellence as its mission in the numerous areas in which it provides service to the university. In addition to providing direct support to the Provost, its operation touches nearly every office and program on campus. Its work is also highly visible beyond the campus community, well-known to the Office of the Chancellor; other CSU campuses; the Western Association of Schools and Colleges; national, regional, state, and local professional agencies; and civic organizations. Leadership and functions of the Office of the Vice Provost intercept with all of the offices within Academic Affairs, especially Institutional Research and Enrollment Services; those in Student Affairs that relate to academic policy; and all offices throughout the divisions as related to assessment and quality assurance.

The staff in the Vice Provost's offices are selected, trained, and known for their strong work ethic and dedication to the highest level of service and quality. High performance standards are made explicit and evaluated annually, and done so through an atmosphere of professionalism, positive reinforcement, and appreciation.

**b) Processes and assessment**

The Vice Provost and staff members work together to establish unit goals, and the accomplishment of these goals are evaluated annually. The goals relate to important developmental initiatives for enhancing operations and services (rather than normal, routine actions).

Examples of methods for assessing the unit's effectiveness for a learning-centered university include administrative support unit review, survey of staff and faculty, informal feedback from workshops and interactions with faculty and staff, MPP evaluations in which faculty comment on the Vice Provost's performance and the effectiveness of office operations, feedback obtained in the Council of Deans with regard to efficacy and responsiveness to supporting the learning-mission of the university, and affirmation from the Chancellor's Office and WASC regarding the high quality of documents emanating from the Office of Academic Programs at CSU Stanislaus.

**c) Special issues**

The functions performed in the Office of the Vice Provost are essential for supporting faculty in the delivery of strong academic programs, instructional proficiency, sound educational policy, external accreditation, assessment of student learning, writing proficiency, graduate interdisciplinary studies, general education, and quality assurances for institutional effectiveness.

As reflected in the External Review Team report, the Vice Provost's units have been effective in supporting student learning and contributing to academic quality of the operations within Academic Affairs. The focus remains always on providing the highest quality of service cemented in core academic values.