# Administration & Finance Program Reviews Sample Alternate Cycle Program Review #1

(Updated Spring, 2017)



#### Introduction

This alternative cycle program review is part of a continuing effort in Administration and Finance to periodically assess all units within the division. A&F units are assessed on a rotating basis every five years. This series of program reviews was begun by the divisional Senior Vice President, Charles W. King with the intent of improving the division's level of customer service and the overall efficiency of operations. The division's program review schedule and protocol have been prepared to be consistent with the general expectations of the university's accrediting body – the Southern Association of Colleges and Schools (SACS).

#### Overview of Process

Phase 1 of the review was begun during the spring of 2014 when the co-chairs ( ) met with the department's director to develop the effort's expectations and schedule. The staff began their part of Phase I by conducting a SWOT analysis and compiling background information for the co-chairs' review.

Phase 2 included drafting this report outlining the following items:

- Overall performance and objectives developed as a result of the previous program review
- Any weaknesses or gaps in performance that do not appear to be addressed by objectives
- A listing of 2-3 key strengths, weaknesses, opportunities and threats

continuity but also opportunities for fresh ideas and renewed energy among the staff.

• An overall summary of performance including findings and recommendations developed as a result of the study including any additional recommended action steps and/or objectives

Finally, in Phase 3, the report is submitted to presented by the	o Mr. King taking into account suggestions and comments
Executive Summary	
, the department has reorganized and st	tarted following a refreshed strategic path to enhance
customer services and operational effective	ness. There have been several other key personnel changes
including retirements of long-time	in key positions, which offered challenges for

The Department conducted their SWOT on identified including:

. As a result, current objectives were identified including:

As the Department continues to refine its reorganization under new leadership, there is a focus on pursuing new technologies and innovations that will add to customer service provided, better reporting and more streamlined processes for staff. These planned innovations include:



Finally, the department is focused on refining operational processes as well as increasing internal training opportunities. There is also a focus on more cross-communication among teams as a result of the latest restructure.

### Previous 2008 Program Review – Findings, Outcomes, Follow-up



# Weaknesses/Gaps in Performance that do not appear to be addressed by objectives

There are no weaknesses or gaps have appeared to not be addressed by current objectives of this department.



### **Key Strengths of Department**

• Staff members are experts in their disciplines

- People they deal with know they care the staff has compassion and empathy
- Staff members respond to customers in a timely fashion: customer service is accurate

#### Key Weaknesses of Department

- Lack of communication and coordination among including general internal communication
- The need for automated business processes (internally)
- Imbalance of workloads within the due to learning curves associated with the reorganization

### Key Opportunities for the Department

- Identifying and leveraging emerging/innovative technologies and automation of processes
- The ability to cross-train within teams and gain positive results from cross-team collaboration

#### Key Threats to the Department

## **Findings**

To continue moving in a positive direction of improvement, there are two areas of focus that should continue to be emphasized and adequate resources allocated to including:

2. Enhanced communication department-wide



