CLARK ATLANTA UNIVERSITY
Office of Planning, Assessment and Research

ADMINISTRATIVE and EDUCATIONAL SUPPORT UNITS PERIODIC REVIEW: Assessment Tool

OPAR 2012
Department/Unit Name: __________________________________________________________

Evaluator(s): __________________________________________________________________

Please indicate an appropriate response for each Content Area

**Content Area 1: Mission and Objectives**

1a. Criteria for Success

□ Met □ Not Met

The department/unit has a current comprehensive mission statement that describes its functions and purpose, and is clearly linked to the University’s mission statement.

Documentation Evidencing Compliance: ____________________________________________

Comments:
________________________________________________________________________________
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1b. Criteria for Success

□ Met □ Not Met

The department/unit objectives, means for assessing achievement of the objectives, and evidence of improvement of support services based on analysis of results are clearly stated.

Documentation Evidencing Compliance: ____________________________________________

Comments:
________________________________________________________________________________
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**Content Area 2: Functions Performed and Type of Services Provided**

2a. Criteria for Success

□ Met □ Not Met

The department/unit operations, functions and type of services provided are described.

Documentation Evidencing Compliance: ____________________________________________
Content Area 3: Governing Regulation Policies, Directives, Accreditation Standards, and Internal Policies and Procedures

3a. Criteria for Success

The department/unit has internal policies and procedures regarding staff rights and responsibilities.

Documentation Evidencing Compliance: ________________________________

Comments:

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3b. Criteria for Success

The department/unit has established governance and administrative structure that dictates authority and responsibility for decision making according to the University’s policies.

Documentation Evidencing Compliance: ________________________________

Comments:

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3c. Criteria for Success

A description of how the department/unit complies with National, State, and Local standards are clearly explained.

Documentation Evidencing Compliance: ________________________________

Comments:

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Content Area 4: Organizational Structure within the Context of the University

4a. Criteria for Success  □ Met  □ Not Met

The department/unit organization structure of the administration and staff is described.

Documentation Evidencing Compliance: ____________________________________________

Comments:
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Content Area 5: Personnel, Technical Support, Space, Equipment and Funding, and Use of Resources

5a. Criteria for Success  □ Met  □ Not Met

The department/unit indicates names and job description of personnel and denotes any changes in personnel within the five-year cycle.

Documentation Evidencing Compliance: ____________________________________________

Comments:
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5b. Criteria for Success  □ Met  □ Not Met

The department/unit staff has adequate office space, access to technology/equipment and resources to support the work and services provided.

Documentation Evidencing Compliance: ____________________________________________

Comments:
___________________________________________________________________________
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Content Area 6: Broad-Based Involvement: Personnel and Customer Feedback

6a. Criteria for Success  □ Met  □ Not Met
The department/unit provided an opportunity for employees to evaluate the services, review data collected with feedback on the services by means of: surveys, staff meetings, interviews, or focus groups.

Documentation Evidencing Compliance: __________________________________________

Comments:
__________________________________________________________________________
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6b. Criteria for Success

□ Met □ Not Met

The department/unit obtained customer feedback through surveys or focus groups on customer needs, expectations, and evaluation of the services provided.

Documentation Evidencing Compliance: __________________________________________

Comments:
__________________________________________________________________________
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Content Area 7: Status of Findings and Recommendations of Prior Periodic Review

7a. Criteria for Success

□ Met □ Not Met

The department/unit provides a statement explaining the status of findings and recommendations of the prior internal or external reviews and evaluations.

Documentation Evidencing Compliance: __________________________________________

Comments:
__________________________________________________________________________
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7b. Criteria for Success

□ Met □ Not Met

The department/unit provides a statement explaining the status of the Plan of Action for improvement in accordance to the Unit’s Quality Improvement Plan (UQIP) completed as a result of the prior periodic review.

Documentation Evidencing Compliance: __________________________________________
Comments:
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**Content Area 8: Overall Analysis of the Department/Unit Strengths and Weaknesses**

8a. Criteria for Success  □ Met  □ Not Met

A description of the department/unit strengths and weaknesses is provided with a clear explanation of the strengths and effectiveness with supporting services and how the weaknesses are addressed.

Documentation Evidencing Compliance: ______________________________________________________

Comments:
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**Content Area 9: Final Recommendations for Improvement Based on Findings of the Self-Study Report**

9a. Criteria for Success  □ Met  □ Not Met

The department/unit has provided a written evaluation **Self-Study Report** addressing recommendations of priorities for improvement.

Documentation Evidencing Compliance: ______________________________________________________

Comments:
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