ADMINISTRATIVE and EDUCATIONAL SUPPORT UNITS PERIODIC REVIEW:
Unit Quality Improvement Plan (UQIP) Framework
FRAMEWORK

Overview

The Unit Quality Improvement Plan (UQIP) is the third component in the periodical review process for the administrative and educational support units. Findings and recommendations from the first two components, the Self-Study (Self-Assessment), and the review by the Internal Review Team (IRT) or External Evaluator, are addressed via the UQIP. The recommendations made in these two reports become planning priorities for the four years following the periodic review. The UQIP provides a detailed four-year plan for improving the quality of services and operations of the administrative or educational support unit that underwent review. The objectives of the UQIP will be accomplished over this four-year period, and should therefore reflect annual improvement benchmarks for the administrative and educational support unit. The unit’s administrators and staff should be fully engaged in the development of the UQIP.

The UQIP should include the following elements:

- An overview that summarizes the two sets of findings and recommendations;
- A delineation of annual planning priorities for enhancement derived from the Comprehensive Description/Self-Study Report and IRT or External Evaluator’s Report; (see Format 1)
- Annual implementation plans for the next four years, consisting of a Plan of Action that includes the following components: (see Format 2)
  - Objectives
  - Actions/Activities
  - Resource requirements
  - Expected results-improvements/enhancements

Either of the sample formats (Format 1 or Format 2) may be used to organize the content of the UQIP. However, units may use other formats for the UQIP with the caveat that the content covers the topics delineated above. The objectives of the UQIP will be accomplished over a four-year time span; therefore, they should reflect what can reasonably be accomplished annually to improve the unit’s services and operations.

Table 1 depicts the components of the AES Periodic review process. Figure 1 depicts the steps in the development of the UQIP. The form for reporting UQIP planning priorities is shown at Appendix A.
Table 1: Components of the AES Unit Periodic Review Process

Administrative and Educational Support Unit Periodic Review Timeframe includes the following:

<table>
<thead>
<tr>
<th>Administrative and Educational Support Unit COMPONENT</th>
<th>PARTICIPANTS</th>
<th>SCHEDULE</th>
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</thead>
<tbody>
<tr>
<td>1. Unit Comprehensive Description/Self-Study</td>
<td>Vice President or Dean, Staff</td>
<td>September: Start Date</td>
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<td>October: Sections 1-4 Due</td>
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<td>January: Sections 5-12 Due</td>
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<td>March: Final Report Due</td>
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<td>2. Evaluation Review</td>
<td>Internal Review Team (IRT) or External Evaluator</td>
<td>November: Section 1-4 Due</td>
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<td>January: Sections 5-12 Due</td>
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<td>April: Final Report Due</td>
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<tr>
<td>3. Unit Quality Improvement Plan (UQIP)</td>
<td>Vice President and/or Dean, Staff</td>
<td>End of May: Final Plan Due</td>
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</table>
Development of the UQIP

Administrative and Educational Support Units are expected to develop a Unit Quality Improvement Plan (UQIP) for their units that were reviewed during the current Academic Year. These plans are to be based upon findings and recommendations contained in the: (1) Comprehensive Description/Self-Study Report and (2) Internal Review Team or External Evaluator Report, both of which are components of the periodical review process. Unit Quality Improvement Plans should address areas of improvement identified as a result of the Comprehensive Description/Self-Study Report and Internal Review Team or External Evaluator Report. These plans should delineate activities that will be implemented over a five-year period (the cycle for periodic reviews) to enhance the quality of the administrative and educational support unit.

In order to facilitate development of the UQIP’s the following steps should be taken:

1. Administrative and Educational Support Units should examine their Comprehensive Description/Self-Study reports and the findings/recommendations in the Internal Review Team or External Evaluator’s Reports.

2. Based upon examinations of these reports, a comprehensive list of areas for improvement should be developed.

3. Areas of improvement and attendant actions should be prioritized by identifying which areas of improvements and attendant actions will be addressed during each year of the five-year cycle. (Please refer to the attached UQIP Prioritization Form)

4. The five-year UQIP Prioritization Form should be submitted to your respective Vice President and the Office of Planning, Assessment and Research by May 30th.

5. A detailed UQIP should be developed in the Spring Semester proceeding the academic year in which the plan is to be implemented. The UQIP should be developed with administrative and staff involvement.

6. Documentation of actions taken to enhance the program as a result of the UQIP should be maintained by the unit. This documentation should reflect how implementation of the UQIP was used to enhance the administrative and educational support unit.

7. Each year by June 30th a status report on the implementation of the UQIP should be submitted to the unit’s perspective Vice President, and the Office of Planning, Assessment and Research.
Unit Quality Improvement Plan (UQIP)
Annual Plan of Action Form

Year One: AY 20____/20____ Year of Review: AY 20____/20____

Unit(s) Reviewed: ____________________________________________________________

Unit: ___________________________________________ Vice President: __________________

Priorities for program enhancement derive from findings and recommendations contained in the:
(1) Comprehensive Description/Self Study Report and (2) Internal Review Team or External Evaluator Report.

<table>
<thead>
<tr>
<th>PRIORITY #1:</th>
<th>Objectives</th>
<th>Action / Activities</th>
<th>Resources Needed</th>
<th>Expected Results Improvement / Enhancement</th>
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</thead>
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<tr>
<th>PRIORITY #2:</th>
<th>Objectives</th>
<th>Action / Activities</th>
<th>Resources Needed</th>
<th>Expected Results Improvement / Enhancement</th>
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<tr>
<th>PRIORITY #3:</th>
<th>Objectives</th>
<th>Action / Activities</th>
<th>Resources Needed</th>
<th>Expected Results Improvement / Enhancement</th>
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Use a separate form for each year of the 5-Year Cycle
Unit Quality Improvement Plan (UQIP)
Annual Plan of Action Form

Year One: AY 20___ /20___
Year of Review: AY 20___ /20___

Unit/Department/Office: ____________________________  Unit Head: _______________________
Administrative Unit/School: __________________________  Vice President/Dean: ________________

Priorities for program enhancement derive from findings and recommendations contained in the
(1) Self-Study Report and (2) Internal Review Team Report or External Evaluator Report.

PRIORITY #1

________________________________________________________________________________________

________________________________________________________________________________________

Objective 1.1:

________________________________________________________________________________________

________________________________________________________________________________________

Action Steps

________________________________________________________________________________________

________________________________________________________________________________________

Resources Needed

________________________________________________________________________________________

________________________________________________________________________________________

Expected Results (Improvements) to Unit Quality

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________
PRIORITY #2

Objective 2.1:

Action Steps

Resources Needed

Expected Results (Improvements) to Unit Quality

PRIORITY #3

Objective 3.1:

Action Steps
Resources Needed


Expected Results (Improvements) to Unit Quality


Objective 3.2:


Action Steps


Resources Needed


Expected Results (Improvements) to Unit Quality


PRIORITY #4


Objective 4.1:
Action Steps
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
Resources Needed
________________________________________________________________________________________
________________________________________________________________________________________
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Expected Results (Improvements) to Unit Quality
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Objective 4.2:
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
Action Steps
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
Resources Needed
_______________________________________________________________________________________
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Expected Results (Improvements) to Unit Quality
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
FIGURE 1: Steps in the Development of the UQIP

Unit Comprehensive Description/Self-Study Report
- Findings
- Recommendations

Internal Review Team (IRT) or External Evaluator Report
- Findings
- Recommendations

Unit Quality Improvement Plan (UQIP)

Planning Priorities

Four (4) Annual Implementation Plans
- Objectives
- Actions/Activities
- Resources
- Expected Results
  (Improvement in Administrative and Educational Support Unit Quality)
APPENDIX A:

Unit Quality Improvement Plan (UQIP)
Annual Planning Priorities Form

Administrative and Educational Support Unit: ________________________________

Administrative and Educational Support Unit Reviewed: _______________________

Four-Year Period Covered: _________________________________________________

I. UQIP Priorities –  ________
   Year One

   1. 
   2. 
   3. 

II. UQIP Priorities –  ________
    Year Two

   1. 
   2. 
   3. 

III. UQIP Priorities –  ________
     Year Three

   1. 
   2. 
   3. 

IV. UQIP Priorities –  ________
    Year Four

   1. 
   2. 
   3. 

(Include priorities that can be reasonably accomplished for each year).