



CLARK ATLANTA UNIVERSITY
Office of Planning, Assessment and Research

**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:

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

Unit Quality Improvement Plan (UQIP) Framework

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: _____	
<p><i>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.</i></p>	

PRIORITY #1:			
Objectives	Action / Activities	Resources Needed	Expected Results Improvement / Enhancement
1.1			
1.2			
1.3			
PRIORITY #2:			
Objectives	Action / Activities	Resources Needed	Expected Results Improvement / Enhancement
2.1			
2.2			
2.3			
PRIORITY #3:			
Objectives	Action / Activities	Resources Needed	Expected Results Improvement / Enhancement
3.1			
3.2			
3.3			

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

Objective1.1:

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

Expected Results (Improvements) to Unit Quality

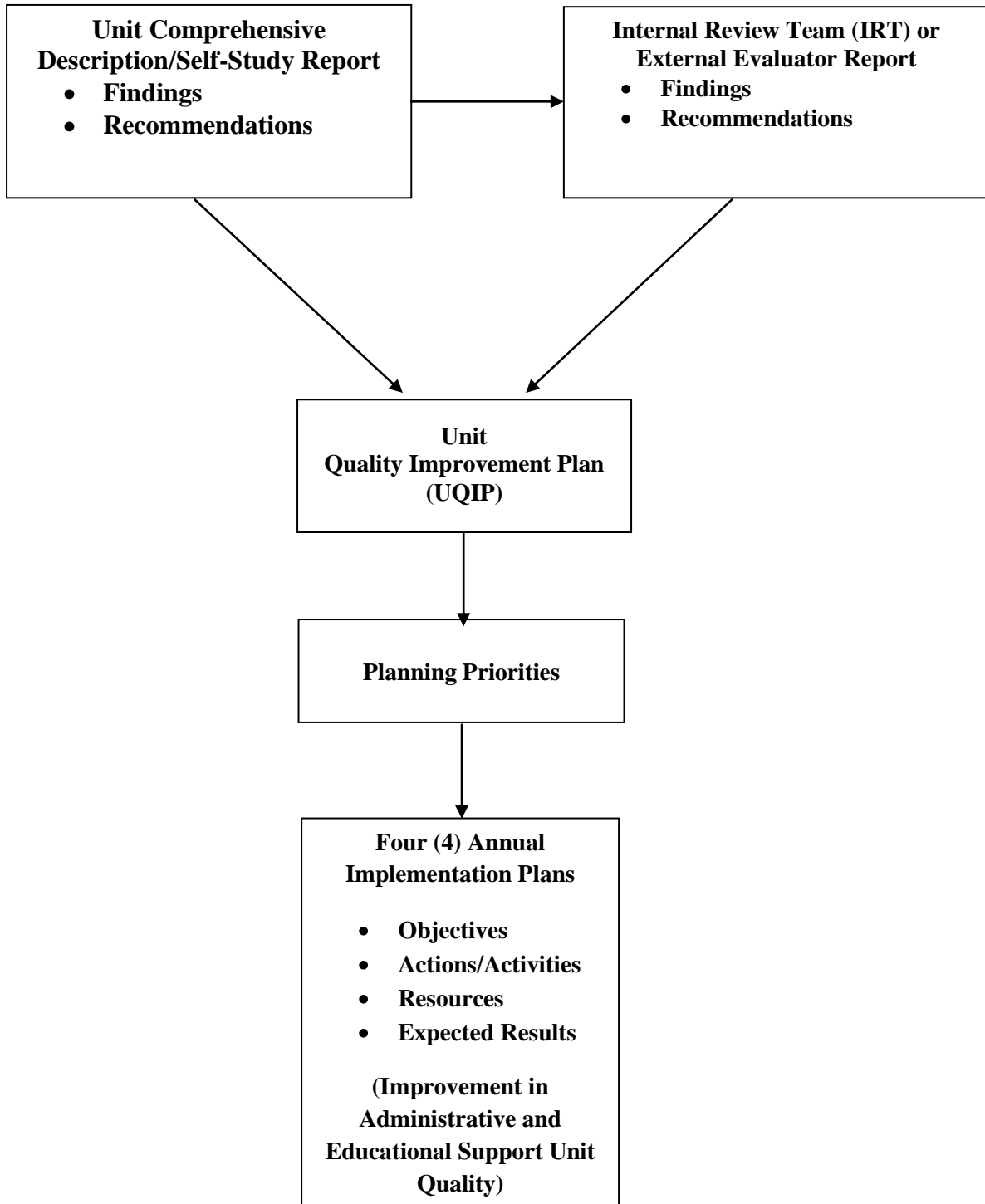
Objective 4.2:

Action Steps

Resources Needed

Expected Results (Improvements) to Unit Quality

FIGURE 1: Steps in the Development of the UQIP



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).

