

## ADMINISTRATIVE EFFECTIVENESS EVALUATION (7.3) TEMPLATE

Department/Unit: Institutional Accreditation & Effectiveness

**Expectation Name** – Choose from the dropdown list: 1. Efficient & Effective Operations or 2. Quality of Service/ Stakeholder Satisfaction.

Efficient & Effective Operations: The unit establishes and maintains efficient and effective operations, optimizing processes and resources (budgetary, human, technological, physical) to achieve targets.

**Expectation Description** – What is your unit/department trying to accomplish? Please describe: 1) one measurable aspect/outcome relating to this expectation that is appropriate for your unit to evaluate this year; 2) why this aspect/outcome is important to evaluate; and 3) how this aspect/outcome relates to W&M's strategic plan, Vision 2026.

1) Measurable aspect/outcome relating to this expectation that is appropriate for your unit to evaluate this year:  
To continue to strive for efficiency and effectiveness throughout all our processes, this year IAE aims to restructure our Institutional Change (IC) page to better serve our stakeholders. Our goals are that the IC process will be clearer, the website will highlight the most important parts of the IC process, resources will be easily accessible, and the IC site will be easy to navigate.

2) Why this aspect/outcome is important to evaluate:

Remodeling IAE's IC process and IC page is important because the IC process is the gateway that many departments must cross before changes can be implemented. Some of these could be changes in academic programming, organizational structure or off-campus instruction locations, institutional mission, and more.

3) How this aspect/outcome relates to W&M's strategic plan, Vision 2026:

The heart of this evaluation aligns best with section 3c of Goal 3: Evolve to Excel. 3c- "Optimize places, workflows and systems for operational excellence". We hope that when our stakeholders visit our website they will not have to dig and that the information they seek is easily understood and clear. Changes needed to be made to accomplish this goal of operational excellence.

### Expectation Evaluation Plan

**Participants** – Describe who is involved in collecting, reviewing, and analyzing your data/information.

Mav Reyes, Program Administrator for IAE  
Roger Bryan, Assistant Director for Institutional Effectiveness  
Matt Smith, Assistant Provost for Institutional Accreditation & Effectiveness

**Data Sources, Collection, & Review Process** – Describe the data/information sources, collection, and review process: 1) what data/information you will collect and from what sources; 2) how/what methods and when you will collect the data/information; 3) when you will review the data/information and report the results.

1) Data/information you will collect and from what sources:

IAE will solicit and compile information from the primary users, the Institutional Change (IC) Team members, during monthly team meetings and one-on-one conversations with members to identify ways to improve the webpage for greater clarity, accessibility, and ease of use. IAE will evaluate suggestions and comments and also consult with University Web & Design to identify the following web updates:

A streamlined landing page that explains what an institutional change is and describes the process clearly.

A Quick Links column will be created to provide stakeholders with instant access to useful documents

These supplemental pages will be created or updated to add additional support: Templates Forms & Guides, IC Timeline, IC Resource Center, and an Approved ICs page.

2) How/methods and when you will collect the data/information:

We will hold meetings with our IAE staff and utilize the University Web & Design team expertise to best revamp the IC Webpage. Follow-up meetings will be conducted until the project is complete. IAE also continues to solicit feedback from the primary users, the Institutional Change Team members, about what information would be helpful to include.

3) When you will review the data/information and report the results:

The revised IC process and the webpage were completed August 2023. Results will be reported by the June 30th AEE Plan deadline.

**Expectation Achievement Target** – How will you know that you have met this expectation? Describe the intended qualitative and/or quantitative performance level/outcome of this evaluation.

Our Target is that we will make changes to the IAE website. These changes will highlight the most important parts of the IC process, resources will be easily accessible, and the IC site will be easy to navigate.

**Primary Responsible Person** – Provide the name and job title of the main individual in charge of this evaluation.

Matt Smith, Assistant Provost for Institutional Accreditation & Effectiveness

**Additional Responsible Person(s)** – Enter the names(s) and job title(s) of the individual(s) responsible for aspects of this evaluation process.

Mav Reyes, Program Administrator for IAE  
Roger Bryan, Assistant Director for Institutional Effectiveness

## **Evaluation Results and Target Achievement**

**Summary and Analysis of Evaluation Results** – Summarize in this field the results of your evaluation for this expectation as outlined in your plan above. Include a description of what you evaluated. You may attach full results in Planning.

Changes were successfully made to the IAE website:

- We streamlined the landing page that explains what an institutional change is and describes the process clearly.
- A Quick Links column was created to provide stakeholders with instant access to useful documents.
- These supplemental pages were created or updated to add additional support: Templates Forms & Guides, IC Timeline, IC Resource Center, and an Approved ICs page.

After changes were made to the website, a survey was created and conducted to inform us of the efficiency and usefulness of the website. The results from the survey are documented in our Expectation 2 results.

**Achievement Target Status** – Did you meet this expectation? Select “Met,” “Partially Met,” or “Not Met” from the dropdown list.

Met

**Action Plan** – (IF THE ACHIEVEMENT TARGET STATUS IS PARTIALLY OR NOT MET) Describe actions – improvements, updates, and changes – you plan to implement to meet this expectation's achievement target. If you have already started to implement actions, state what you have done and what remains to be done.

N/A