Plan for Review of Administrative and Fiscal Capacity: 2015-2018

PHILOSOPHY: A review of Administrative and Fiscal Capacity may result in possible programmatic adjustments in the delivery of services and the overall program which will bring about improvement in student experience in CIEP.

EXPECTED OUTCOMES: This plan reflects a systematic process for reviewing the CIEP administrative and fiscal health or capacity to ensure the quality of service to the University, students, and the community. It also assists in the review of administrative processes for providing a stable program and continuity of work for its employees.

1 REVIEW OF CIEP FINANCES

1.1 REVIEW OF CIEP EXPENDITURES

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>Track the financial activity of the CIEP and its financial health. The CIEP Director reviews the budget log monthly.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>The CIEP Secretary tracks encumbrance and expenses related to services and supplies and balances out tuition and fees collection and personnel expenditures monthly. The CIEP Directors notes the expenses made to date and makes necessary adjustments to spending. This monthly check helps the Director stay abreast of the financial health of the program. The reconciliation of the CIEP account is done by the CIEP Secretary based on information recorded in Smartsheet Database, Campus Solutions, and e-Business Reports.</td>
</tr>
<tr>
<td>Staff Responsible</td>
<td>CIEP Director, CIEP Secretary</td>
</tr>
<tr>
<td>Medium</td>
<td>Meeting</td>
</tr>
<tr>
<td>Materials Involved</td>
<td>Budget log report, co-signed by CIEP Director</td>
</tr>
<tr>
<td>Frequency</td>
<td>Every month</td>
</tr>
</tbody>
</table>
1.2 **Review of CIEP Budget, Resources, and Enrollment with the Director of OIP**

**Outcomes**
Discuss staffing and other needs with the Director of OIP. Final approval for new employee hires rests with the Provost’s Office, who must sign off on the Personal Action Form (PAF) initiated by the CIEP.

**Description**
The updates on staffing and other needs help the Associate Provost understand the vitality and needs of the CIEP. At this time, the CIEP Director informs the Associate Provost of the program’s needs including the need for tuition increase, more or less staff, classrooms, office space, equipment, etc. The goal is to gauge the health of the program and see that plans are carried out, and goals met. The CIEP Director also uses information gathered from the staff (Teacher Feedback Forms, minutes of staff meetings) when discussing needs.

**Staff Responsible**
CIEP Director, Human Resource Services Staff, Office of the Provost

**Medium**
Meeting

**Materials Involved**
Monthly budget log report, annual budget plan, minutes of meeting to Associate Provost, personnel action forms

**Frequency**
Monthly

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2 **Review of Facilities**

2.1 **Review of Classroom Needs with Registrar**

**Outcomes**
Communicate the CIEP’s needs for classroom spaces with the UNI Registrar’s Office

**Description**
The goal of the meeting is to update all parties regarding both classroom needs and available resources. During the meeting, possible classroom assignments and meeting times are discussed.

**Staff Responsible**
CIEP Director, Associate or Assistant Registrar

**Materials Involved**
Minutes of meetings, email correspondence

**Frequency**
As needed, at least once per session
2.2 REVIEW OF EQUIPMENT, MATERIALS, AND FACILITIES

Outcomes
Meet curricular and material needs of the administrative and instructional staff.

Description
The memo and subsequent discussion help the Director budget for the current and future needs of the program. Supplies are ordered on a budget basis, later expenditures are reviewed, and the budget is adjusted if necessary.

Instrument
The Teacher Feedback Form gathers instructors’ perspectives on curriculum, policy, procedures, and facilities.

Google Drive, sent via Forms

Instrument
The Administrative Staff Feedback Form gathers the office staff’s perspectives on policy, procedures, materials, and facilities.

Google Drive, sent via Forms

Staff Responsible
CIEP Director

Medium
Series of communications and administrative staff meetings

Materials Involved
Completed Teacher Feedback Forms and Administrative Staff Feedback Forms, memo from the CIEP Director, minutes from discussion between CIEP Director and CIEP Academic Support Coordinator

Frequency
Every semester

3 REVIEW OF CIEP DIRECTION

3.1 REVIEW OF CIEP WITH LEADERSHIP TEAM

Outcomes
Discuss issues and coordinate efforts related to OIP’s overarching mission, subunit goals, and resource utilization. The team sets goals, measures effectiveness, and evaluates program improvements. The CIEP Director and the CIEP Academic Support Coordinator review the CIEP program with team members who may offer help and advice, including the Director of OIP who chairs the meetings.

Description
The meetings apprise the CIEP Director of international activity on campus especially as it relates to the sub-units under the Office of International Programs. Also, discussions help the director work towards the best solutions for various issues related to CIEP’s operations. Finally, the purpose of the meetings helps the team determine if proposed actions are within the scope of a sub-unit or the OIP in general.
3.2 **REVIEW OF MISSION STATEMENT**

**Outcomes**
Review the mission statement for applicability and appropriateness as it relates to the goals and activities of the program.

**Description**
The review is based on the feedback provided by the CIEP staff in regards to the CIEP mission statement status. A survey that is completed by the CIEP staff and the results are discussed at a general staff meeting. The review may generate several alternative statements and final selection of a new one or a decision to make no changes to current one. The mission statement is used in all promotional materials and online.

**Instrument**
The feedback survey gathers staff feedback regarding the mission statement’s content, length, meaning, implications, and appropriateness to the current program.

T:\Documents\Office Admin\Memos & Reports\Surveys & Evaluations\Mission Statement Survey

**Staff Responsible**
CIEP Director, CIEP Administrative, and CIEP Instructional Staff

**Medium**
Meeting throughout the semester

**Materials Involved**
Mission Statement Survey, discussion report

**Frequency**
Every five years

3.3 **LEVEL REVIEW MEETINGS**

**Description**
These meetings allow instructors to collaborate to report their feedback concerning curriculum, assessment, policies, and procedures. The meetings include the staff members that teach each group of classes. They are grouped by course (Reading, Writing, Listening/Speaking) and by level (Beginner, Intermediate, Advanced). A delegated teacher leads each meeting.

**Outcomes**
Discuss any concerns or suggested changes to policies and procedures at it relates to their role as instructors and the program as a whole. The
materials generated from these meetings may influence the revisions of policies and procedures.

**Staff Responsible**
CIEP Instructional Staff, as appropriate to each team arrangement, and a CIEP Lead Teacher for each team

**Materials Involved**
Minutes of instructor feedback

**Frequency**
Three meetings per session

### 3.4 Monitor Implementation of Plan for Review

**Outcomes**
This mechanism is designed to monitor the staff’s implementation of the Plan for Review: Administrative and Fiscal Capacity. Staff members are to ensure that they are completing each aspect of the plan on time, in full, and to the necessary degree to ease the accreditation process.

**Staff Responsible**
CIEP Director, CIEP Admissions & Promotions Specialist, CIEP Student Services Coordinator, CIEP Secretary

**Materials Involved**
Minutes from previous meetings, survey results as applicable, memos as applicable

**Frequency**
Annually (during Summer session)

### 4 Review of Employment Procedures

#### 4.1 Review of Procedures and Needs with Human Resources Services Staff

**Outcomes**
The CIEP Director regularly discuss with Human Resources Services (HRS) procedures related to staffing as HRS oversees the hiring process and other processes related to staffing to ensure rules, laws, and guidelines are followed. In addition to discussions and email correspondence, HRS also conducts workshops on employment issues also attended by CIEP staff. Various offices approve new employee hires as part of the process of completing a Personal Action Form (PAF). These approvals include actions related to salary level, position description, benefits, financial reporting, etc. The Office of the Provost has the final approval on new employee hires.

**Description**
CIEP Director follows correct procedures for staff searches, mandatory furloughs, salary levels, staff appointments, medical leaves, etc. in compliance with the rules of the university and federal and state laws. The CIEP is in frequent communication with HRS for any personnel-related questions including benefits, leaves, hiring, changing duties, reviewing appointments, etc.
4.2 Review of Staff Goals

Outcomes
Discuss professional goals with persons under their supervision. This is to review the appropriateness/relevance of the goals as it pertains to the overall needs of the program and to determine what support, if any, is needed to achieve the goal.

Description
This action results in better planning and organization for achieving goals that are relevant and productive for the program. This action also results in a clearer understanding of job expectations between the employee and his or her supervisor. It may influence policy revisions and procedure changes.

Staff Responsible
CIEP Director, CIEP Academic Support Coordinator, CIEP Student Service Coordinator, CIEP Promotions and Admissions Specialist, however, all staff are responsible for participating in the performance appraisal process.

Medium
Meeting

Materials Involved
Performance Appraisal Forms

Frequency
Every year

5 Review of External Representatives

Outcomes
On a regular basis, the CIEP Promotions and Admissions Specialist and CIEP Director, review the databases about its external partners. Also, the Admin Staff reviews the results of the foreign partners’ survey, the handbook, and promotional materials for agents, educational partners, and foreign representatives to review agreements, commissions, and update them on new processes, policies, or fees.

Description
The review determines what agencies, representatives, or schools continue to work closely with the CIEP and which do not. It is also an opportunity to review new opportunities and partnerships. Those without contact or exchanges of students may be dropped and not receive regular communications and promotional materials. Also, agreements with agents are updated and signed. See Promotions and Marketing timeline.
6 REVIEW OF IMMERSION PROGRAM FINANCES

Outcomes
Track the financial activity of CIEP immersion programs and evaluate their balance.

Description
This process follows a similar process to reviewing the general budget account. Each immersion program has its budget log and reports for the Office of Business Operations. The program coordinator for each immersion program has a specific account number to pay for any services for the immersion program group.

Staff Responsible
CIEP Director, CIEP Secretary, related CIEP Immersion Program Coordinator(s)

Medium
Meeting

Materials Involved
Budget log reports

Frequency
Every month of an immersion program
### Task for Review

<table>
<thead>
<tr>
<th>Task</th>
<th>Periods</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Review of CIEP Expenditures</td>
<td>Monthly</td>
</tr>
<tr>
<td>1.2 Review of CIEP Budget with OIP</td>
<td>Monthly</td>
</tr>
<tr>
<td>2.1 Review of Classroom Needs with Registrar</td>
<td>As needed</td>
</tr>
<tr>
<td>2.2 Review of Equipment &amp; Facilities</td>
<td>X    X    X    X    X    X    X    X</td>
</tr>
<tr>
<td>3.1 Review of CIEP with Leadership Team</td>
<td>Monthly</td>
</tr>
<tr>
<td>3.2 Review of Mission Statement</td>
<td>Next review: Spring 2020</td>
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<tr>
<td>3.3 Level Review Meetings</td>
<td>3  3  3  3  3  3  3  3  3  3  3</td>
</tr>
<tr>
<td>3.4 Monitor of Plan for Review</td>
<td>X    X    X    X</td>
</tr>
<tr>
<td>4.1 Review of Employment Procedure with HRS</td>
<td>Ongoing</td>
</tr>
<tr>
<td>4.2 Review of Staff Goals</td>
<td>X    X    X    X</td>
</tr>
<tr>
<td>5 Review of External Representatives</td>
<td>As needed</td>
</tr>
</tbody>
</table>
| 6. Review of Immersion Program Budgets                              | X    X    X    X    X    X    X    X    X    X    X    X    X    X