Strategic Initiative Action Plan for: *Programs and Services Review Initiative*

Action Plan Team Members: Dave Cardwell, Beth Price, Amy Welsh, Lynn Damberger	*Date: March 2011* / *For FY: 2011-12*	*The strategic focus for this strategic initiative is:* **Enhancing Quality through Continuous Improvement**
		The AQIP Category this strategic intiative best aligns with is: **Cat #8 Planning Continuous Improvement**

List Outcomes (results to be achieved) over the life of this initiative:	*List Milestones* (outputs which indicate progress in completing action plan) for:*
1. Review process is implemented and institutionalized. 2. All programs and services scheduled to undergo review process on a 4 year cycle. 3. Program/services improvements are made.	*Year 1* 1. Institutional Review Committee members selected and meeting on a regular basis with meeting minutes taken and made available electronically 2. Calendar of activities created, published and distributed campus-wide including a schedule for the review of all programs and services established 3. All members of the campus community informed of the review process and schedule – resources easily available. 4. Review process introduced at Spring 2011 professional development event with process details presented at Fall 2011 convocation 5. The review process completed for two programs and two services and presented to the Institutional Review Committee 6. President of NC State receives 2 academic program and 2 service area quality improvement reports by June 1, 2012 *Year 2* 1. Review process schedule implemented. *Year 3* 1. Review process schedule implemented. ** Milestones after Year 1 may need "To Be Determined" if significant planning is required in Year 1.*

Describe how this strategic initiative aligns with its strategic focus: **This strategic initiative will utilize a standardized review process to assure continuous improvement.**

Tasks/Responsibilities/Time Frame

List of Key Tasks	Who is responsible for completing?	When will it be completed?
Year 1		
1. Faculty and staff provided an overview of the Review Process as developed by the AQIP program review development committee	AQIP Rev. Com	June 1, 2011
2. Institutional Review Committee (IRC) members identified	NC State President	June 1, 2011
3. IRC members seated and Chair selected	IRC	July 1, 2011
4. Orientation of IRC members completed	AQIP Rev. Com	July 15, 2011
5. Identify accreditation cycles for those programs with accreditation requirements	Division Deans	July 1, 2011
6. A schedule of reviews completed and published for all academic programs and service areas	IRC	August 1, 2011
7. Representatives of the 2 academic programs selected for review during AY-2012 meet with the IRC to identify data to be collected, analyzed and reported in their reviews	IRC	October 1, 2011
8. Representatives of the 2 service areas selected for review during AY-2012 meet with the IRC to identify data to be collected, analyzed and reported in their reviews	IRC	October 1,
9. Institutional Research (IR) staff assists the academic program review teams and the service area review teams with the gathering of data	IR Staff	December 1, 2011
10. A Review Plan is developed by the 2 academic programs and the 2 service area and presented to the IRC		January 1, 2012
11. A review and analysis of the data is conducted to identify areas of strength and to develop recommendations for quality improvement	Program & service area review teams	March 1, 2012
12. A draft report is completed for each of the 2 programs and service areas and copies are given to the IRC	Program & service area review teams	April 1, 2012
13. The program and service area review teams meet individually with the IRC to present their findings and recommendations for quality improvement	Program & service area review teams	May 1, 2012
14. A follow-up report, with recommendations, is written by the IRC for each of the reviews presented and given to the President with copies to the appropriate Vice President and review team	Program & service area review teams IRC	June 1, 2012

15. Create a web-based repository for archiving reports and data.		June 1, 2012
16. Archive reports and data.	IT	July 1, 2012
17. Within budgetary and other limitations, the President, working in collaboration with the appropriate Vice President, takes action to begin the implementation of recommendations identified through the review process.	Admin. Assistant The President of NC State	July 1, 2012
Year 2 1. The IRC will fully implement the schedule of reviews developed and published during year one for all academic programs and service areas	IRC	June 31, 2013
Year 3 1. The IRC will continue to implement the review process as scheduled	IRC	June 31, 2014

Action Plan Budget *(Resource Requirements after Year 1 may need "To Be Determined" if significant planning is required in Year 1.)*

New Resources Required (List and explain why new resources are required)	Sources of Existing Resources (List by source including reallocation of resources – explain;)	Net New Resources Required (New resources less resources available from Sources)
For Year 1: It is anticipated that no new resources will be necessary to accomplish this action plan. One identified need that has the potential for some additional resource would be the assignment of an Administrative Assistant to the Institutional Review Committee to record and distribute meeting minutes, archive documents to the web-based repository and other activities related to the administration of the committee.	*For Year 1:* The Executive Administrative Assistant to the President	*For Year 1:*
For Year 2: No new resources required for year 2	*For Year 2:*	*For Year 2:*
For Year 3: No new resources required for year 3	*For Year 3:*	*For Year 3:*

Action Plan Information/Metrics Requirements *(Information/Metrics Requirements after Year 1 may need "To Be Determined" if significant planning is required in Year 1.*

Information Required from IT/IR to Effectively Carry Out the Milestones and Key Tasks (List the items of information required and why)		*Date Needed*
For Year 1: Reporting/documentation process that supports the process and data aggregation Data input to inform programs/services undergoing review		Sept 15, 2011
For Year 2: Reporting/documentation process that supports the process and data aggregation Data input to inform programs/services undergoing review		Sept 15, 2012
For Year 3: Reporting/documentation process that supports the process and data aggregation Data input to inform programs/services undergoing review		Sept 15, 2013
Metrics Required from IT/IR to Effectively to Measure the Outcomes of the Action Plan (List the items of information required and why) - Number of program/services reviewed. % of programs/services reviewed that have acted on improvement plans % of written improvement plans submitted that include key measureable targets that reflect a commitment to continuous quality improvement.	*Do these metrics align with Means Metrics and the relevant ENDS metrics? Explain.* Number of program/services reviewed is a Means Metric.	*Date Needed* July 31, of each year

Use additional pages for outcomes, milestones, tasks or budget as necessary