

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

Outcomes	Track the financial activity of the CIEP and its financial health. The CIEP Director reviews the budget log monthly.
Description	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.
Staff Responsible	CIEP Director, CIEP Secretary
Medium	Meeting
Materials Involved	Budget log report, co-signed by CIEP Director
Frequency	Every month

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

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.

Staff Responsible	Director of OIP, CIEP Director, CIEP Academic Support Coordinator, Study Abroad Director, Associate Director for International Programs,
Medium	Meeting
Materials Involved	Meeting minutes
Frequency	Every month

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.

Staff Responsible	CIEP Director and Human Resource Services staff
Medium	Meetings, workshops, emails, letters, memos
Materials Involved	Email correspondence, personnel action forms (PAF), memos, HRS homepage
Frequency	Ongoing

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

Staff Responsible	CIEP Promotions and Admissions Specialist CIEP Director
Medium	Meeting
Materials Involved	Agent & Partners Databases
Frequency	As needed

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

