

UNC Charlotte Academic Procedure: Evaluation of Service Units

I. Introduction

On February 20, 1992, a comprehensive program review procedure for service units was adopted by the Faculty Council upon the recommendation of the Vice Chancellor for Academic Affairs. This document incorporates revisions prompted by organizational changes within the university as well as changes to the strategic planning, budgeting, and annual report processes.

II. Procedure Statement

1. An evaluation of a service unit will take place once every five to seven years. The precise schedule of the reviews will be determined by the Provost Vice Chancellor for Academic Affairs in consultation with the Deans and senior staff.
2. In consultation with the Faculty President and President-elect, the Provost will appoint an ad hoc committee to conduct the evaluation. The committee should be relatively small (5-7) with half or more members of the faculty. In the case of some committees, student membership may be especially helpful. Experienced administrative staff with their understanding of University and state operations and procedures may be useful in assessing the unit's performance and the effectiveness of its management. Because standing advisory committees are in part responsible for the performance of a unit, they should not conduct the evaluation. However, a member of an advisory committee may be asked to serve on an ad hoc reviewing committee.
3. Prior to initiation of the work of the ad hoc committee, the unit will assemble its most recent strategic plan and annual reports for the preceding five years.
4. A set of questions tailored to the specific mission and services of each unit will be answered. A set of general questions that should serve to guide the review of each unit and that can be adapted to the specific circumstances of the unit under review is attached. Because one of the questions concerns the general satisfaction or dissatisfaction of users of each service, comprehensive user surveys of the major user groups, including faculty, students, and others may be incorporated into the review process.
5. An external visitation will take place if appropriate. A typical external review team usually would consist of three individuals from other institutions known to have an understanding of the kinds of services being provided by the unit and would be selected by the appropriate Associate Provost following consultation with the unit director, the unit's advisory committee, and others.
6. A final report will be prepared by the ad hoc committee. If there has been an external visitation, its report will be incorporated into the final report. The final report will be sent

to the appropriate advisory committee and the unit director for comments. All responses, along with the reports of the visiting team and ad hoc committee, should be forwarded to the Provost, who will share them with the appropriate Associate Provost, the Faculty Executive Committee, and the Deans' Council for discussion and appropriate action. The Deans' Council and the Faculty Executive Committee should express their general agreement or disagreement with the recommendations set forth and indicate their sense of the appropriate priorities to be established in acting upon those recommendations.

7. The Provost will meet with the appropriate administrator and the director of the unit to discuss the evaluation process, the recommendations, and the actions to be taken as a result of the review.

III. Definitions

- **Dean** – The highest authority within an academic division of study. An Academic Dean heads each College. In addition to the academic deans, there is also a Dean of Students within the Division of Student Affairs.
- **Provost** – Reporting to the Chancellor, the Provost is the chief academic officer who oversees all academic affairs activities, including research and faculty. The Deans of each College report to the Provost.

IV. Procedure Contact(s)

- **Authority:** Faculty Council
- **Responsible Office:** Office of the Provost and Vice Chancellor for Academic Affairs
- **Additional Contact(s):** n/a

V. History

- Revised: December 20, 2005
- Approved: February 20, 1992