Academic Performance Solutions

CASE STUDY

New Template (and Clear Guidance) Activate Annual Review Process

University of Central Missouri, Public Master’s University | 12K+ student enrollment

• **Challenge:** UCM’s annual review process required the Institutional Research (IR) office to generate custom data packs for each school (department) at UCM. Not only were the data packs time-consuming to create, they were also pieced together from different sources. This lack of consistent data provided insufficient insight into school and program-level health, which hindered efficient decision-making regarding resources.

• **Solution:** The leadership team leveraged critical performance metrics from the Academic Performance Solutions (APS) platform to create a more efficient and comprehensive annual review process. In the new process, each unit is required to complete a template by providing specific metrics.

• **Impact:** Academic leaders use the APS platform to pull their own data to complete the template, allowing the IR office to reallocate their time and skills to other priority areas. The data also allow leaders to assess school resource use and needs across campus.

“The APS platform has allowed us to establish consistent metrics and reporting structures across all programs. The platform and those consistencies have eliminated unnecessary duplication of multiple reports and allowed us to focus on more in-depth, critical measures related to specific program performance.”

Dr. Doug Koch
Vice Provost, University of Central Missouri

Revamping the Process for Preparing Annual Reports

UCM’s new annual review is a bottom-up process, starting at the program level. This cumulative process allows each level to contribute and build upon each other. To facilitate the process, the Vice Provost of Academic Programs & Services created a template that includes metrics from the APS platform and UCM’s data pack for each unit to complete. He then led trainings with key stakeholder groups on how to complete the template. The groups included the Provost’s Council of Vice Provosts and College Deans, Academic Program Review Task Force, school chairs, and program coordinators.

*Standardized Process*

**Reports Created by Programs and Schools**

Each program completes the required template, which is collected by each school to produce a school-level report.

**College-Level Executive Summary**

Plan to incorporate into next year’s reviews: Deans will compile school-level reports to create an executive summary.

**Annual Review**

UCM’s Academic Program Review Committee reviews all reports and holds meetings with individual school leaders for discussion.
Designing a Template Using Readily Accessible Metrics

In previous years, chairs of UCM schools wrote qualitative narratives in the annual reports, which were supplemented by custom data packs created by the IR office. Without guidance on what kind of information to include, each narrative varied extensively in content and typically made up most of the report. To standardize the process and ease the burden on all involved, chairs were given access to the APS platform to complete the new template made by the Vice Provost.

A Template Built on Critical Metrics and Clear Direction

Template Organized in Three Sections:
1. Goals and accomplishments
2. Evaluation of current status of programs
3. Major goals and action plans

To provide a robust view of each unit, the template requires both quantitative data and qualitative observations. It outlines specific metrics to include and guidance for recommended filters that ensure a meaningful analysis.

Sample APS Metrics Required in Template
- 3 Year Enrollment Trends
- Class Capacity
- Course Completion Rate
- Fill Rate
- Intercurricular Dependencies
- Number of Collapsible Sections
- SCH 3 Year Trend
- Total Attempted SCH
- Trends in Distinct Course Offerings

Each metric included in the template was strategically selected by UCM. For example, the number of collapsible sections and class fill rate metrics provide insight into the unit’s instructional capacity.

The template also includes links to instructional videos created by the Vice Provost that show how to access and locate the required metric in either the APS platform or UCM data pack.

Impact of the New Annual Review Process

The APS platform provides UCM’s academic leaders with critical metrics to create annual reports, decreasing the effort required from the IR office. The UCM Academic Program Review Committee will use the new reports as input into the larger program review process, which occurs every five years.

Impact After First Year

- 200+

Annual reports were produced for academic programs, certificates, and minors using APS data

Contributing to Long-Term Program Review Process

At least 25% of all programs will undergo formal program review each year, relying on the new annual reports. More programs may undergo review if the committee identifies a need for more frequent monitoring based on set objectives.