



Administrative Assessment Plan

I. MISSION STATEMENT

Institutional Mission Statement

Provide excellent service to Puerto Rico and the world:

- Form educated, cultured citizens, who are able to think critically and professionally prepared in the fields of agricultural sciences, engineering, the arts, sciences and business administration, so that they can contribute to the educational, cultural, social, technological and economic development of the community.
- Carry out creative work, research and service to meet the needs of society and disseminate the results of these activities so that they are accessible to all.

We provide our students with the skills and sensitivity necessary to effectively solve the problems we face and to exemplify the values and attitudes that should prevail in a democratic society that values and respects diversity.

Department of Humanities Mission Statement

The mission of the Department of Humanities is to cultivate an appreciation of the diversity of human culture by examining and analyzing the artistic and intellectual achievements of humanity. The Department endeavors to foster students to think critically across disciplines so as to stimulate the development of creative and intellectual curiosity, promote the ability to form sound intellectual judgments and ethical values, and foment creativity and innovation. The faculty of the Humanities Department emphasizes the study of multiple cultural expressions, especially those that open new avenues for research, and how these relate to the Puerto Rican cultural reality.

The integration of a liberal, fine arts program with professional learning provides the knowledge, skills, and values needed to be a responsible, successful, and creative citizen. For the people of Puerto Rico it provides educational programs, public cultural events, and community services that enhance the quality of life.

Last revision of Mission Statement: May 2014.

The information here is disseminated on our department webpage, the course catalogue, and in pamphlets.

II. RESPONSIBILITIES AND SERVICES

Facilitate and support the managerial, administrative, technical and academic counseling needs of the department. We strive to provide an environment that fosters students to think critically across disciplines; to stimulate the development of creative and intellectual curiosity; to promote the ability to form sound intellectual and ethical values; and to foment creativity and innovation.

Humanities Department administrators include: Department Chair, Associate Chair, Academic Advisor(s), Information Technology Specialist, Administrative Assistant and Secretary. Other administration tasks are performed by the Section Coordinators and the Assessment Coordinator.

Responsibilities toward meeting the Departmental Mission	Services and Administrative Processes	Stakeholders
In order to meet the duties of the mission, the Department Chair will...	<ul style="list-style-type: none"> • Act as the chief executive officer of the Department and to carry out the responsibilities and duties associated with the position; • Work as a liaison between the Arts and Sciences College administration and the department. • Lead departmental meetings that address the affairs, events, and activities. 	Arts & Sciences Dean and Associate Deans, Students, Faculty, Staff, Academic Advisors, Section Coordinators and Assessment Coordinator.
	<ul style="list-style-type: none"> • Facilitate and support the managerial, administrative, technical and academic counseling needs of the department. 	Arts & Sciences Dean and Associate Deans, Students, Faculty, Staff, Academic Advisors Section Coordinators and Assessment Coordinator.
	<ul style="list-style-type: none"> • Coordinate the assessment processes, including the compiling and analysis of information and data. 	Arts & Sciences Dean and Associate Deans, Students, Faculty, Staff, Academic Advisors Section Coordinators and Assessment Coordinator.
In order to meet the duties of the mission, the Associate Chair will...	<ul style="list-style-type: none"> • Support the department Chair; when the Chair is not available, act as the chief executive officer of the Department and to carry out the responsibilities and duties associated with the position. 	Chair, Students, Faculty, Staff, Academic Advisors Section Coordinators and Assessment Coordinator.
In order to meet the duties of the mission, the Academic Advisor will...	<ul style="list-style-type: none"> • Guide students on courses to take • Guide students on programs details • Collaborate with the Director on the enrollment process • Collaborate with the Director on matters of credit equivalency, internal and external transfer affairs • Assist in advocacy, adjustments, transfers, and retention • Notify students of opportunities for undergraduate research and graduate school • Keep student records up to date • Assess student graduation plans • Interview students requesting readmission, including internal and external transfer 	Chair, Students, Faculty, Staff, Section Coordinators and Assessment Coordinator.

	<ul style="list-style-type: none"> • General academic counseling for students in our programs and students taking courses in our department and come from other programs 	
In order to meet the duties of the mission, the Assessment Coordinator will...	<ul style="list-style-type: none"> • Maintain and update the departmental assessment plans (Student Learning Assessment and Administrative Assessment Plan) • Ensure that the departmental assessment plans are aligned with the strategic plan of the department, the arts and sciences faculty, and the institution. • Ensure that the assessment documentation is disseminated on the website and with the faculty of arts and sciences. 	Chair, Students, Faculty, Staff, Academic Advisor and Section Coordinators.
In order to meet the duties of the mission, the Information Technology Specialist will...	<ul style="list-style-type: none"> • Manage and maintain the departmental computer system and related equipment. • Install and configure application programs such as MS Word, Excel, and others. • Create user accounts • Advise users about programs, accounts, etc. • Install new equipment when necessary • Participate in planning student informational needs and making recommendations • Fix damaged equipment • Supervise student staff • Maintain the website of the Department of Humanities • Maintain optimum access to educational technologies • Develop policies for efficient service for our Computing Center • Maintain and develop our classroom computer systems 	Chair, Students, Faculty, Staff, Academic Advisors Section Coordinators and Assessment Coordinator.
In order to meet the duties of the mission, the Administrative Assistant will...	<ul style="list-style-type: none"> • Manage any professor issues that may arise, including: <ul style="list-style-type: none"> • Organize, maintain and update their files • Prepare PAPPS • Prepare Teaching Plans • Prepare Teaching Time Distribution Charts for each Professor • Organize and review documents regarding students or professors to be certified and/or signed by the Director • Follow up on issues pertaining to the professors. • Prepare documents for students regarding academic evaluations, transfers, courses 	Chair, Students, Faculty, Academic Advisor Section Coordinators and Assessment Coordinator.

	<p>equivalencies, enrollment, admissions, readmissions, internal transfers, professional improvement, transcripts, first-work-experience program and academic program requisites.</p> <ul style="list-style-type: none"> • Enhancement of the enrollment process. • Work in coordination with the Academic Coordinator to manage students' academic issues. • Prepare academic reports, equipment inventory, and other required documents • Maintain communication with other administrative departments on campus and the public sector for academic issues • Being the Property Custodian of the Humanities Department, maintain and update inventory, request decommission of not usable or damaged equipment and supervise all issues concerned. • Organize and update all students' files. • Maintain the department's academic archives. • Prepare and process all documents relating to the professors evaluations by students (COE) • Maintain and update academic information available to students and university authorities, i.e., manuals, brochures, official descriptions, etc. 	
<p>In order to meet the duties of the mission, the Administrative Assistant and the Secretary will...</p>	<ul style="list-style-type: none"> • Manage the every-day activities in the office • Perform work that is varied in nature, such as: <ul style="list-style-type: none"> • Receive, sort and distribute the mail • Organize, maintain and update files • Answer phone calls and forward information to appropriate parties • Maintain control of calendar appointments and briefings for the Director • Organize and review documents to be certified and/or signed by the Director • Follow up on issues pertaining to the office as well as those related to other departments • Prepare requisition applications for the purchase of materials • Support the faculty and prepare materials for them when necessary • Work in coordination with the Director of the Department to manage the budget • Prepare budget reports, materials, inventory, and other required documents • Maintain communication with other administrative departments on campus and the public sector for 	<p>Chair, Students, Faculty, Academic Advisor Section Coordinators and Assessment Coordinator.</p>

	<p>the purchase of materials, receiving equipment and price quotes; request services and administrative procedures, including:</p> <ul style="list-style-type: none"> • Rebates and direct payments • Organize and coordinate administrative workshops and travels • Organize and coordinate departmental meetings • Write minutes of departmental meetings • Prepare contracts and monitor speakers • Request and follow-up for services to Buildings and Grounds Department • Reservations for the use of CH 120, 121, 122, 228 • Maintain records, monitor and process requests for the use of keys • Keep inventory of office materials 	
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III. Assessment Methods

This chart has information on assessment processes which measure the efficiency, effectiveness, and stakeholder satisfaction with the services provided by the departmental administration

- The first column indicates a main administrative processes or service.
- The second column indicates the methods by which the efficiency and effectiveness to meet the service and / or process is determined.
- The third column indicates the methods used to determine customer satisfaction with each service.
- The fourth column mentions the section(s) of the departmental strategic plan where the strategy of improvement for the service or process appears.
- The fifth column mentions the section(s) of the institutional strategic plan where the strategy of improvement for the service or process appears.

Administrative Process	Methods to Measure Effectiveness	Measures of Stakeholder Satisfaction	Relation to Arts and Sciences Strategic Plan	Institutional Metric
The Chair solicits the stakeholders to participate in the assessment process through administrative surveys, and facilitates ongoing assessment programs and takes action based on their outcomes.	<ul style="list-style-type: none"> • Percent of participating administrative stakeholders who are mostly satisfied with Chair's performance facilitating assessment. • Percent of participating student stakeholders who are mostly satisfied with Chair's performance facilitating assessment. • Rating from Chair's self-evaluation of assessment performance 	<ul style="list-style-type: none"> • Administrative survey comments sheets • Chair's annual report 	Objectives 1 ,2, 3, 4	Objective 1 Culture of Assessment, strategy 1, 2, and 4 (compile and utilize assessment data)

<p>The Associate Chair participates in assessment and facilitates ongoing programs and takes action based on their outcomes.</p>	<ul style="list-style-type: none"> •Percent of participating administrative stakeholders who are mostly satisfied with Associate Chair's performance facilitating assessment. •Percent of participating student stakeholders who are mostly satisfied with Associate Chair's performance facilitating assessment. • Rating from Associate Chair's self-evaluation of assessment performance 	<ul style="list-style-type: none"> • Administrative survey comments sheets • Associate Chair's annual report 	<p>Objectives 1, 2, 3, 4</p>	<p>Objective 1 Culture of Assessment, strategy 1, 2, and 4 (compile and utilize assessment data)</p>
<p>The Academic Advisor solicits feedback from current and past students about their changing needs and stays current with the professional tracks of graduates, and uses that information to improve services.</p>	<ul style="list-style-type: none"> • Percent of participating administrative stakeholders who are mostly satisfied with Academic Advisor's performance facilitating assessment. •Percent of participating student stakeholders who are mostly satisfied with Academic Advisor's performance facilitating assessment. • Rating from Academic Advisor's self-evaluation of assessment performance • Data related to student progress within the Academic Advisor's performance period (retention, graduation and so on) 	<ul style="list-style-type: none"> • Administrative survey comments sheets • Academic Advisor's annual report • Data compiled regarding student retention and graduation within the Academic Advisor's performance period 	<p>Objective 1, 3, 4</p>	<p>Objective 1 Culture of Assessment, strategy 1, 2, and 4 (compile and utilize assessment data); Objective 6 Impact Puerto Rico, strategy 1 and 2 (attend to needs of the country; apply results to improve professional opportunities)</p>
<p>The Assessment Coordinator leads the creation, implementation and evaluation of assessment programs; monitors the measurement methods and stakeholder participation; solicits feedback about assessment rendering; and takes action to improve them in coordination with heads of department.</p>	<ul style="list-style-type: none"> • Percent of participating administrative stakeholders who are mostly satisfied with Assessment Coordinator's performance facilitating assessment. • Percent of participating student stakeholders who are mostly satisfied with Assessment Coordinator's performance facilitating • Rating from Assessment Coordinator's self-evaluation on assessment performance assessment 	<ul style="list-style-type: none"> • Administrative survey comments sheets • Assessment Coordinator's annual report Arts and Sciences Assessment Committee's president annual report 	<p>1, 3, 4</p>	<p>Objective 1 Culture of Assessment, strategy 1, 2, and 4 (compile and utilize assessment data)</p>
<p>The Technology Specialist participates in assessment programs, solicits feedback about services provided, and takes action to improve.</p>	<ul style="list-style-type: none"> • Percent of participating administrative stakeholders who are mostly satisfied with Technology Specialist's performance facilitating assessment. •Percent of participating student stakeholders who are mostly satisfied 	<ul style="list-style-type: none"> • Administrative survey comments sheets • Technology Specialist's annual report • Faculty members requests for services 	<p>1, 3, 4,</p>	<p>Objective 1 Culture of Assessment, strategy 1, 2, and 4 (compile and utilize assessment data); Objective 5 Investigation,</p>

	with Technology Specialist's performance facilitating assessment. • Rating from Technology Specialist's self-evaluation on assessment performance			strategy 1 (provide resources for investigation)
The Administrative Assistant will participate in assessment of their duties and take action based on the results.	<ul style="list-style-type: none"> • Percent of participating administrative stakeholders who are mostly satisfied with Administrative Assistant's performance facilitating assessment. • Percent of participating student stakeholders who are mostly satisfied with Administrative Assistant's performance facilitating assessment. • Administrative Assistant self-evaluation of assessment performance 	<ul style="list-style-type: none"> • Administrative survey comments sheets • Administrative Assistant's annual reports 	1, 3, 4	Objective 1 Culture of Assessment, strategy 1, 2, and 4 (compile and utilize assessment data)
The Department Secretary will participate in assessment of their duties and take action based on the results.	<ul style="list-style-type: none"> • Percent of participating administrative stakeholders who are mostly satisfied with the Department Secretary's performance facilitating assessment. • Percent of participating student stakeholders who are mostly satisfied with Department Secretary's performance facilitating assessment. Department Secretary Associate Chair's self-evaluation of assessment performance 	<ul style="list-style-type: none"> • Administrative survey comments sheets Department Secretary's annual reports 	1, 3, 4	Objective 1 Culture of Assessment, strategy 1, 2, and 4 (compile and utilize assessment data)

Assessment Priorities Itinerary

This chart provides information about assessment projects.

- The first column provide a list of the planned assessment projects in order of priority, from most to least important.
- The second column provides a justification for each project, mentioning the results of previous assessments that reinforce that selection.
- The third column indicates the date (month and year) when the project will be implemented.

Description and Purpose of Project	Justification	Anticipated Implementation Date
Compile a base of data including an annual report from each member of the administration	These reports will allow the department administration to identify weaknesses and	2016-2017
Circulate administration surveys to stakeholders and use the results as a complement to the data from the annual reports	These surveys will be an opportunity for stakeholders to review and report on their experience with the administration, and to make recommendations on improvement	2016-2017
Solicit feedback on the administration surveys and the format of the annual reports	As the survey to be implemented is new, it is likely that stakeholders will have ideas on how to improve it, and this would be toward that task.	2016-2017
Install a comment box in the departmental office	This box will be an opportunity for students, visitors, faculty members and staff, to offer feedback on the administration.	2016-2017

IV. ASSESSMENT PROJECT

Assessment Project #1

Pre-intervention	
Service evaluated:	Performance and efficiency of administrative activities (ease of interaction and communication, amount of paperwork)
Strengths : (data about efficiency/effectiveness)	Administrators are available to students, staff, and faculty via email, telephone, and in person, and have a record of being attuned to the needs of the community
Opportunities for Improvement: (data about efficiency/effectiveness)	Certain times of the year, around matricula and the beginning and end of the semester more generally, the administrator tasks can pile up, and cause delays. This general report will consider ways to improve on these administrative activities.
Stakeholders:	Students, Faculty, administrators, staff
Other offices involved:	
Expected Results: Identify the improvement goal	We hope to identify strategies to streamline the office processes, particularly around matricula.
Intervention	
Project details and date of implementation	2016-2017 academic year
Post-intervention	
Data:	2016-2017
Date of collection:	
How results will be shared:	A final report
Actions to be taken based on results: Examples: -changes in permanent services offered -changes in administrative processes -changes to allocation of resources	See report.

V. DOCUMENTATION AND DISSEMINATION OF RESULTS

Document	Purpose
Administration Surveys	Compile data from stakeholders
Annual Reports	Compile data from stakeholders
Comment sheets from office box	Compile data from stakeholders
Post-intervention report on initiative, data, outcomes, and recommended action to be taken	Disseminate report

VI. REVISION SCHEDULE

Frequency of Revision: Every four years

Date of Next Revision: 2020

I, as Chair of the Department of Humanities, certify that the information contained herein has been discussed and shared with the staff mentioned below, having completed this process in April 2016.

Signature

Héctor Huyke

Printed name

Name	Position	Signature
Jeffrey Herlihy	Assessment Coordinator	
Mariam Colón	Academic Advisor	
Lisette Villarrubia	Technical Services Coordinator I	
Lilian Rivera	Secretary	