

# 2017-2018 Assessment Cycle VPAF\_Operational Review

## Mission (due 12/4/17)

### University Mission

The University of Louisiana at Lafayette offers an exceptional education informed by diverse worldviews grounded in tradition, heritage, and culture. We develop leaders and innovators who advance knowledge, cultivate aesthetic sensibility, and improve the human condition.

### University Values

We strive to create a community of leaders and innovators in an environment that fosters a desire to advance and disseminate knowledge. We support the mission of the university by actualizing our core values of equity, integrity, intellectual curiosity, creativity, tradition, transparency, respect, collaboration, pluralism, and sustainability.

### University Vision

We strive to be included in the top 25% of our peer institutions by 2020, improving our national and international status and recognition.

### College / VP and Program / Department Mission

#### Mission of College or VP-area

*Provide the mission for the College or VP-area in the space provided. If none is available, write "None Available in 2017-2018."*

We provide high-quality, cost-effective services in support of the research, education, and service missions of the University of Louisiana at Lafayette.

The Division is responsible for the University's physical environment and business operations that contribute to providing exceptional experiences for our students, faculty, staff, and visitors.

#### Mission of Program / Department

*Provide the program / department mission in the space provided. The mission statement should concisely define the purpose, functions, and key constituents. If none is available, write "None Available in 2017-2018."*

The Department of Operational Review works closely with administrators, faculty, and employees throughout the University to establish a culture of compliance with University policies, state, and federal regulations. Operational Review is responsible for contractual, operational, and performance standards review and development. Development of instruments and processes which protect the University's interest is a primary function of the Department. Operational Review assists with reviewing, drafting, and negotiating certain University contracts. Operational Review also assists in the development, revision, interpretation, and maintenance of University policies and procedures. The Director also serves as liaison between the University and outside legal counsel where necessary.

#### Attachment (optional)

*Upload any documents which support the program / department assessment process.*

## Assessment Plan (due 12/4/17)

### Assessment Plan (Goals / Objectives, Assessment Measures and Criteria for Success)

#### Assessment List

Goal/Objective	<p>Policy Resources. Policy Coordinator will continue to work with Policy work-group; identify functional fields; develop mission for work-group. The objective of the work-group is to identify, analyze, and reassign University Policies, and ensure consistency with UL System policies, Board policies, and the law. Also identify policies to be linked to the Policies web page and old policies to be deleted from University web sites.</p> <p>1. Review and strengthen University process for reviewing and negotiating various Research-related contracts.</p> <p>2. Review and strengthen University process for litigation holds.</p> <p>3. Implement the Policy on Policies through the Policy Project Working Group(Imported)</p>						
Legends	OO - Outcome/Objective (administrative units);						
Standards/Outcomes							
Assessment Measures	<table border="1" data-bbox="391 768 1019 892"> <thead> <tr> <th data-bbox="391 768 691 808">Assessment Measure</th> <th data-bbox="691 768 833 808">Criterion</th> <th data-bbox="833 768 1019 808">Attachments</th> </tr> </thead> <tbody> <tr> <td data-bbox="391 808 691 892"></td> <td data-bbox="691 808 833 892"></td> <td data-bbox="833 808 1019 892"></td> </tr> </tbody> </table>	Assessment Measure	Criterion	Attachments			
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Goal/Objective	<p>a. Goal 1: review process for Research-related contracts has been fine-tuned so that contracts are being routed to Operational Review only after other appropriate individuals within the University have given input. This has resulted in the process happening more efficiently.</p> <p>b. Goal 2: confirmed that Director of Operational Review is Litigation Hold Officer and that the UL System Policy related to Litigation Holds is enforced and followed. More consistent litigation hold notices are being implemented and monitored.</p> <p>c. Goal 3: the Policy Project Working Group is actively working to implement the Policy on Policies.</p>						
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**Program / Department Assessment Narrative**

The primary purpose of assessment is to use data to inform decisions and improve programs (student learning) and departments (operations); this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. In the space below, describe the program's or department's overall plan for improving student learning and/or operations (the "assessment plan"). Consider the following:

- 1) What strategies exist to assess the outcomes?
- 2) What does the program/department expect to achieve with the goals and objectives identified above?
- 3) How might prior or current initiatives (improvements) influence the anticipated outcomes this year?
- 4) What is the plan for using data to improve student learning and/or operations?
- 5) How will data be shared within the Program/Department (and, where appropriate, the College/VP-area)?

**Assessment Process**

**Results & Improvements (due 9/15/18)**

**Results and Improvement Narratives**

**Assessment List Findings for the Assessment Measure level for Policy Resources. Policy Coordinator will continue to work with Policy work-group; identify functional fields; develop mission for work-group. The objective of the work-group is to identify, analyze, and reassign University Policies, and ensure consistency with UL System policies, Board policies, and the law. Also identify policies to be linked to the Policies web page and old policies to be deleted from University web sites. 1. Review and strengthen University process for reviewing and negotiating various Research-related contracts. 2. Review and strengthen University process for litigation holds. 3. Implement the Policy on Policies through the Policy Project Working Group(Imported)**

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		No data has been entered.			

**Assessment List Findings for the Assessment Measure level for a. Goal 1: review process for Research-related contracts has been fine-tuned so that contracts are being routed to Operational Review only after other appropriate individuals within the University have given input. This has resulted in the process happening more efficiently. b. Goal 2: confirmed that Director of Operational Review is Litigation Hold Officer and that the UL System Policy related to Litigation Holds is enforced and followed. More consistent litigation hold notices are being implemented and monitored. c. Goal 3: the Policy Project Working Group is actively working to implement the Policy on Policies.**

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		<p>Research-related contracts are routed for review by Operational Review turn-around time is now 2 business days or less. b. Goal 2: When the University receives notice of a lawsuit, Operational Review is now always notified and a Litigation Hold Notice is sent to relevant individuals. c. Goal 3: Operational Review has an Associate Director of Operational Review that is actively leading the Policy Project Working Group and spearheading further implementation of the Policy on Policies. been met yet? Met</p>	<p>University has a Litigation Hold Officer (Director of Operational Review). That officer works with others, including outside counsel, to determine which individuals within the University should receive the Litigation Hold Notices and what types of information should be shared and saved. The University Policy Coordinator consistently works with the Policy Project Working Group to implement the Policy on Policies. Through monthly meetings, the group is assessing current policies, assigning them to appropriate departments, updating policies, and identifying additional policies needed.</p>		<p>monitoring: After work with all relevant parties, Research-related contracts are now routed through all appropriate reviewers and negotiations are more streamlined. This allows Operational Review's evaluation of agreements to go more smoothly as more individuals within the University begin to understand what the University can or cannot accept in various types of agreements.</p>
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**Reflection (Due 9/15/18)**

**Reflection**

**The primary purpose of assessment is to use data to inform decisions and improve programs and operations; this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing**

**current and past results and initiatives, and making decisions based on these reflections. Recalling this purpose, respond to the questions below.**

**1) How were assessment results shared in the program / department?**

*Please select all that apply. If "other", please use the text box to elaborate.*

Distributed via email

Presented formally at staff / department / committee meetings

Discussed informally (selected)

Other (explain in text box below)

a. Ongoing monitoring

b. Assess effectiveness of processes and modify where necessary

**2) How frequently were assessment results shared?**

Frequently (>4 times per cycle) (selected)

Periodically (2-4 times per cycle)

Once per cycle

Results were not shared this cycle

**3) With whom were assessment results shared?**

*Please select all that apply.*

Department Head (selected)

Dean / Asst. or Assoc. Dean

Departmental assessment committee

Other faculty / staff

**4) Consider the impact of prior applied changes. Specifically, compare current results to previous results to evaluate the impact of a previously reported change. Demonstrate how the use of results improved student learning and/or operations.**

a. Goal 1: After work with all relevant parties, Research-related contracts are now routed through all appropriate reviewers and negotiations are more stream-lined. This allows Operational Review's evaluation of agreements to go more smoothly as more individuals within the University begin to understand what the University can or cannot accept in various types of agreements.

b. Goal 2: In compliance with UL System policy, the University has a Litigation Hold Officer (Director of Operational Review). That officer works with others, including outside counsel, to determine which individuals within the University should receive the Litigation Hold Notices and what types of information should be shared and saved.

c. Goal 3: The University Policy Coordinator consistently works with the Policy Project Working Group to implement the Policy on Policies. Through monthly meetings, the group is assessing current policies, assigning them to appropriate departments, updating policies, and identifying additional policies needed.

**5) Over the past three assessment cycles, what has been the overall impact of "closing the loop"? Provide examples of improvements in student learning, program quality, or department operations that are directly linked to assessment data and follow-up analysis.**

a. Goal 1: review process for Research-related contracts has been fine-tuned so that contracts are being routed to Operational Review only after other appropriate individuals within the University have given input. This has resulted in the process happening more efficiently.

b. Goal 2: confirmed that Director of Operational Review is Litigation Hold Officer and that the UL System Policy related to Litigation Holds is enforced and followed. More consistent litigation hold notices are being implemented and monitored.

c. Goal 3: the University filled the position within Operational Review that was vacant in order to lead the Policy Project Working Group. The role of Policy Coordinator is fulfilled and actively leads the Policy Project Working Group and spearheads further implementation of the Policy on Policies.

**Attachments (optional)**

*Upload any documents which support the program / department assessment process.*