OFFICE OF THE VICE PROVOST FOR ACCOUNTABILITY
AND INSTITUTIONAL EFFECTIVENESS

STRATEGIC PLAN 2007-2012
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Office of the Vice Provost for Accountability and Institutional Effectiveness
Strategic Plan

1. Introduction:

The Office of the Vice Provost for Accountability and Institutional Effectiveness (VPAIE) is responsible for coordination of institutional strategic planning and SACS Commission on Colleges reaffirmation of accreditation; assessment of academic programs; academic accountability; academic affairs training; and a variety of activities related to the functions of institutional research. We report directly to the Provost and Vice President for Academic Affairs. By university policy, our office provides the official information about the University. In this capacity, we provide reports to the U.S. Department of Education, the Legislative Budget Board, the Texas Higher Education Coordinating Board, and the University of Texas System. In addition, we fulfill other internal and external requests for information about the university. We partner with other vice presidential areas to address issues beyond strict academic affairs concerns, such as student success, facilities, compliance, and service quality issues.

2. Office of the Vice Provost for Accountability and Institutional Effectiveness Mission, Vision and Core Values:

The Office of the Vice Provost for Accountability and Institutional Effectiveness’s mission, vision, and core values statements reflect our purpose (Mission), what we aspire to be (Vision), and the guiding principles that we will use to reach our goals (Core Values).

Mission Statement

The mission of the Office of the Vice Provost for Accountability and Institutional Effectiveness is to provide logistical support and relevant, reliable information for institutional planning, accreditation, assessment, and accountability as UTSA moves to premier public university status. We also support the Academic Affairs community in fulfilling the public trust through a system of training and compliance.

Vision Statement

To be recognized within and outside the University for providing outstanding expertise and information for planning, assessment, accreditation and accountability, assisting UTSA in its goal to become a premier public university.

Core Values

The core values of our office reflect those of the University: integrity; excellence, inclusiveness, respect, collaboration, and innovation.
3. **Strategic Advantages:**

   - Skilled personnel with collaborative team attitude
   - Collaborative relationships with stakeholders within and outside the university
   - Results oriented work ethic
   - Expert understanding of information issues affecting higher education
   - Expert understanding of assessment
   - Expert understanding of SACS Commission on Colleges accreditation issues
   - Strong relationships and communication networks with peers at other universities

4. **Strategic Challenges:**

   - Increasing demand for analyses and reports
   - Lack of sufficient technological/database infrastructure to support the demand for information and analyses of progress toward *A Shared Vision UTSA 2016* (need for data warehouse)
   - Need for sufficient, knowledgeable personnel to support the increased scope of the office mission

5. **Strategic Initiatives, Goals, Action Items and Metrics**

   In order to meet our vision and fulfill our mission, the VPAIE is committed to supporting UTSA’s strategic plan in its entirety. While we seldom engage in activities directly addressing any of the initiatives of *A Shared Vision UTSA 2016*, we are indirectly involved in each element of the plan by virtue of our responsibilities for accountability, compliance, assessment, accreditation and research.

   **Goal 1: Create a rigorous assessment program for Academic Affairs.**

   Action Item 1.1.1.: Develop the institutional structure to organize and support collection of relevant information and make appropriate changes in support of continuous improvement.

   Action Item 1.1.2: Develop a coordinated institutional-level assessment projects based on the University’s goals, including scheduling of data collection, analysis, and reporting.

   **Goal 1 Metrics:**

   Metric 1.1: Number and percentage of programs and units actively participating in assessment.

   Metric 1.2: Number and percentage of assessment units using TracDat implemented and systematically in use campus-wide to build annual assessment reports (baseline mid-2008).
Metric 1.1.3: Periodic reports for all institutional level surveys provided to appropriate stakeholders.

**Goal 2: Create a systematic institutional program for SACS Commission on Colleges reaffirmation of accreditation**

Action 2.1: Develop systematic SACS COC compliance process.

Action Item 2.2: Organize development of Quality Enhancement Plan.

Action Item 2.3: Develop and maintain faculty data systems that provide accurate, up-to-date information on faculty qualifications, teaching, and research assignments (FAIR).

**Goal 2 Metrics:**


Metric 2.2: Quality Enhancement Plan, well-known to university community, developed by end of 2009 and accepted by December 2010.

Metric 2.3: Accurate faculty qualifications, vita, teaching, and research assignments available in FAIR.

**Goal 3: Support progress of the UTSA’s Strategic Initiatives I through V goals through activities in our office.**

Action Item 3:1: Develop systematic data reporting system to analyze and communicate progress on goals of all Strategic Initiatives to internal constituents and to external stakeholders, including the University of Texas System and the Texas Higher Education Coordinating Board.

**Goal 3 Metrics:**

Metric 3.1.: Timely systematic data and reports on institutional progress on initiative I goals at least twice per year; including benchmarking and peer/aspirational comparisons

Metric 3.2: Up-to-date strategic plan ‘dashboard’ of Initiative III key indicators by mid-2009 (see Key Indicators in Implementation Plan for A Shared Vision, UTSA 2016).
Goal 4: Support faculty research.

Action Item 4.1: Provide data, where appropriate, for faculty research projects and grant applications.

Goal 4 Metrics

Metric 4.1: Number of faculty research projects and grant applications supported.

Goal 5: Support the student research experience.

Action Item 5.1: Employ undergraduate and graduate students in projects examining higher education issues.

Goal 2.4. Metrics

Metric 5.1: Number of students participating in office research projects.

Goal 6: Support accountability and compliance through activities in our office.

Action Item 6.1: Improve monitoring and communication of accountability and compliance issues through partnerships across the institution and with outside entities.

Goal 6 Metrics:


Goal 7: Provide outstanding service for our areas of responsibility.

Action Item 5.3.1: Establish surveys for customer service and develop and implement plans to address weaknesses identified.

Goal 7 Metrics:

Metric 7.1: Improve customer satisfaction ratings from baseline measures and document changes to enhance improvement in identified areas of weaknesses.
6. Office of the Vice Provost for Accountability and Institutional Effectiveness Key Indicators:

The following will serve as key indicators of Office of the Vice Provost for Accountability and Institutional Effectiveness’s overall progress in achieving our vision and meeting our strategic goals. Each indicator will have associated targets and will be benchmarked against past performance as well as peer institution performance as applicable.

- Number and percent of academic degree programs with successful assessment programs (can document use of results to make improvements).
- Data/information provided to ensure completion of SACS COC Compliance Certification report.
- Data/information provided to ensure successful completion of SACS COC Quality Enhancement Plan.
- Institutional Dashboard established and maintained to monitor Key Indicators from A Shared Vision: UTSA 2016, Implementation Plan.
- Faculty database (FAIR) established and maintained to monitor faculty qualifications, teaching, and research assignments.
- Customer Service Survey results analyzed and used to improve areas identified as weaknesses.