

## **ADMINISTRATIVE ASSESSMENT PLAN**

### **April 2014**

**Organizational Unit or Department:** Industrial Biotechnology Program

**Date Submitted:** April 10, 2014

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Dr. Mario Núñez, Presidente  
Decano Asociado Interino  
Avalúo y Tecnologías de Aprendizaje (AvaTecA)  
Facultad de Artes y Ciencias  
Universidad de Puerto Rico-Mayagüez

10 de abril de 2014

Estimado Dr. Núñez:

En cumplimiento con la encomienda solicitada a través del Comité de Avalúo de la Facultad de Artes y Ciencias, el Programa de Biotecnología Industrial del RUM desea someter el siguiente Plan de Avalúo Administrativo para su consideración.

Este plan ha sido discutido con varios sectores constituyentes del programa, cuyos insumos han sido recopilados en el documento que se incluye aquí.

Para que así conste, certificamos hoy, 9 de abril de 2014:



Patricia Ortiz-Bermúdez, Ph.D.  
Coordinadora Asociada y de Avalúo

## **Introduction**

The Industrial Biotechnology Program has had an ongoing strategic plan since early 2000 to assure the continued development of its constituencies. Within the scope of this strategic plan the IBP harmonizes the university mission statement, university goals and strategic directions with those of the program.

The requirement to demonstrate our institutional effectiveness through the assessment of student learning outcomes and the assessment of the effectiveness of services provided by our administrative and educational support units has become a permanent feature of higher education. Further, the concepts of institutional effectiveness and the assessment of student learning are central to the accreditation process and the goal of continuous improvement to meet the highest standards of excellence in our program.

In order to assure institutional effectiveness in its administrative support, an assessment plan has been developed. This plan is characterized by (1) being derived from the institution's purpose and goals; (2) the use of a variety of assessment methods, and (3) demonstrating the use of results for the improvement of administrative support.

To increase the visibility of our commitment to excellence and to integrate our strategic planning and institutional effectiveness planning efforts, this assessment plan has been created.

## **Industrial Biotechnology Program**

### **Mission:**

To prepare students with the knowledge, skills and attitudes required in the fundamental areas that integrate Industrial Biotechnology for effective performance in industry, government and graduate school.

### **Description:**

The Industrial Biotechnology Program (IBP) was established in 1994 as an undergraduate bachelor degree with an interdisciplinary curriculum between sciences and engineering. Until the year 1999, the program direction occurred at the Department of Biology and the Office of Research at the College of Arts & Sciences. In 2000 a coordinator for the program was appointed and an office space was assigned. An executive committee by faculty from Biology, Chemistry and Engineering was established and a strategic plan was prepared. This plan was endorsed by all the constituencies of the program. In 2001, an Industry Advisory Board (IAB) was created. The IAB, with representation of industry and government, have met annually to revise the strategic plan and advise with regard to its implementations. In 2010 the Industrial Biotechnology Alumni Advisory Board (IBAAB) was created. The IBAAB have provided insight into the development of graduates and have assisted in the creation of career development opportunities for our enrolled students, particularly those in the industry of bio-manufacture. During 2009, a staff was assembled strategically to include a professor from each department representing the stem areas of the IBP curriculum, namely, Biology, Chemistry and Chemical Engineering.

### **Administrative Plan Primary Objectives:**

We intend to pursue the following goals:

1. Develop a robust planning strategy
2. Establish effective and efficient processes
3. Increase financial sustainability of the program

### Goal 1

Develop a robust planning strategy				
Criteria for Success (Performance Indicators)	Baseline (if known)	2014-15 Actual	2015-16 Actual	Target Value
Periodic revision of strategic plan				
Evaluation/Approval of strategic plan by all constituencies of the program				
Fulfillment of components of the strategic plan				

### Methods of Assessment

Method of Assessment #1:
<ul style="list-style-type: none"> <li>Strategic Plan Meeting agendas and minutes</li> </ul>
Method of Assessment #2:
<ul style="list-style-type: none"> <li>Annual report</li> </ul>

**ASSESSMENT REPORT** - These items are completed after planning and assessment activities, at the end of the assessment period.

**Findings:** What findings resulted from assessment activities?

**Use of Results:** What changes, if any, were made in response to the findings? This section should indicate that faculty members reviewed the assessment findings.

## Goal 2

Establish effective and efficient processes

Criteria for Success (Performance Indicators)	Baseline (if known)	2014-15 Actual	2015-16 Actual	Target Value
Services are provided promptly.				
Students/Visitors answer their questions and solve their problems promptly.				
The quality of the services provided is high.				

## Methods of Assessment

Method of Assessment #1:

▪ Suggestions Box (Sample questionnaire below)



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«AVALÚO ADMINISTRATIVO

CUESTIONARIO SOBRE SERVICIOS

Favor de completar este cuestionario seleccionando la información correspondiente.

1. Es estudiante de:

- Programa de Biotecnología Industrial
- Otro departamento de la UPR-M
- Otro recinto de la UPR
- Universidad fuera del sistema UPR
- Otro: \_\_\_\_\_

2. El servicio que solicitó fue:

- Orientación sobre traslados
- Orientación sobre cursos
- Orientación sobre investigaciones y/o internados de veranos
- Orientación sobre actividades del programa
- Otro: \_\_\_\_\_

Favor de describir la calidad de los servicios recibidos:

Criterio	Pobre	Regular	Promedio	Bueno	Excelente	No aplica
La situación por la cual visita la oficina fue atendida adecuadamente por el personal						
La información provista fue clara y de beneficio						
Recibió un trato ameno						
La persona que le atendió mostró dominio del tema						
Fue referido/a a la oficina correspondiente, en caso de no aplicar al Programa de Biotecnología Industrial						

Industrial Biotech

3. Favor mencionar dos características positivas de la persona que te atendió o de la oficina en general:

4. Favor indicar dos áreas de mejoramiento de la persona que le atendió o de la oficina en general:

**Method of Assessment #2:**

▪ Service registration log



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### Goal 3

Increase financial sustainability of the program

Criteria for Success (Performance Indicators)	Baseline (if known)	2014-15 Actual	2015-16 Actual	Target Value
Activities to increase the financial support of the program				

### Methods of Assessment

#### Method of Assessment #1:

- Trainings in Biotechnology to Industries inside and outside Puerto Rico.

#### Method of Assessment #2:

- Biotechnology certificates through continued education (DECEP).

**ASSESSMENT REPORT** - These items are completed after planning and assessment activities, at the end of the assessment period.

**Findings:** What findings resulted from assessment activities?

**Use of Results:** What changes, if any, were made in response to the findings? This section should indicate that faculty members reviewed the assessment findings.