



Department of Humanities

University of Puerto Rico - Mayagüez Campus Administrative Assessment Plan

A. Institutional mission:

- Form educated, cultivated citizens capable of critical thinking who are prepared in the professional fields of agricultural sciences, engineering, natural sciences, humanities, arts, and business administration, so that they can contribute to the educational, cultural, social, technological and economic development of Puerto Rico and internationally in a democratic environment of collaboration and solidarity.
- Encourage creative work and applied research in a way that meets the needs of society, both locally and internationally, in cooperation with our environment, to preserve, transmit and advance knowledge.
- Provide excellent service that contributes to sustainable and balanced development of our society.
- Disseminate knowledge so that it is accessible to all.

College of Arts and Sciences Mission:

- Establish a strategy for professional development and training of our faculty and non-teaching staff.
- Increase the level of excellence of our academic programs.
- Promote research, analysis, expression, creativity and critical skills in students and teachers.
- Develop the teaching skills of our faculty.
- Strengthen growth centers educational experience, creative work and research.
- Disseminate the work of our faculty and students.

B. Humanities Department Mission, which is consonant with the institutional mission and that of College of Arts and Sciences:

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.

C. This mission is known, understood, and has been reviewed and accepted by the members of this department **Insert Date.**

D. Responsibilities and duties of our department officers are the following:

Department Chair:

- Act as the chief executive officer of the Department and to carry out the responsibilities and duties associated with the position

Department Staff (Secretaries):

- All tasks of an administrative secretary and an administrative officer
 - Take and transcribe dictation in English and Spanish, using a word processor
- Perform work that is varied in nature, such as:
- 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 instructors 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 the purchase of materials, receiving equipment and price quotes; request services and administrative procedures, including:
 - Rebates and direct payments
 - Organize and coordinate administrative workshops and travel
 - Organize and coordinate departmental meetings
 - Write minutes of departmental meetings
- Prepare all documents relating to admissions, internal and external transfers and follow up with the necessary steps
- Prepare contracts and monitor speakers
- Requests for services to Buildings and Grounds
- Reservations for the use of Ch 121, 122, 123
- Check the use of keys
- Keep inventory of materials

Academic Counseling (Associate Director, Coordinator of Undergraduate programs, Program coordinators):

- 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
- Address requests for permission to study at other institutions
- 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
- General academic counseling for students in our programs and students taking courses in our department and come from other programs

Information Technology (Specialist Technology & Telecommunications):

- Install and configure application programs such as MS Word, Excel, and others.
- Create user accounts
- Advise users about programs, accounts, etc.
- Install 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

E. Our main population (mainly to offer our services) served:

Departmental:

- Teaching staff

- Other academic managers

Administration Office:

- Director
- Teaching and non- teaching
- Other administrative offices
- Students

Academic counseling:

- Students of the department
- Students from other departments interested in Humanities courses
- participating in exchange programs Students

Information Technologies:

- Students
- Teaching and non- teaching
- Administrators

F. The main services offered by our departmental offices:

Departmental:

- Provision of equipment and materials needed for efficient teaching and non-teaching performance
- Plan improvements to the physical and technical facilities available in the Department classrooms, faculty offices and computer center
- Encourage involvement in projects and initiatives of the Department and the Institution
- Recognize the successes of teachers in different areas of teaching performance, research and service
- Coordination of hiring new teaching staff
- Student staff recruitment; managing wages, performance areas and responsibilities

Administration Office:

- Support, direct, coordinate, communicate, prepare, update and organize administrative and related tasks. Services are provided in accordance with the responsibilities and duties.

Academic Advising Department:

- Academic Counseling
- Tuition (adjustments and changes)
- Equivalency Adjustments
- Permission for students to study at other institutions
- Requests for second baccalaureate degrees
- Revision of courses and programs
- Joint programs with other departments of the UPR system
- Supervision of students by offering classes in schools
- Supervision of teaching practice of students in the Teacher Preparation Program

Information Technology:

- Services are provided in accordance with the responsibilities and duties

G. To measure and assess the level of satisfaction, efficiency and effectiveness of our department in the functions and services offered, we have established the following mechanisms:

Departmental:

- Annual evaluations of peer management
- Reports of achievements

- Discussions at departmental meetings

Administration Office:

- Oral and written reports presented to management
- Performance of the daily task (Task Register)
- Performance Evaluation Form

Academic Advising:

- Survey of satisfaction with the services of Academic Advising
- Counseling feedback forms

Information Technology:

- Record of use of Computer Center
 - Requests for accounts
 - Dialogue with users
 - Oral and written reports presented to management
- (The surveys will be prepared and disseminated annually.)

H. To continuously improve services, processes and functions of our department. The results of these measurements will be used in making budgetary and operational decisions. Identify gaps and weaknesses in the following areas:

Departmental:

- Develop plans to encourage and support teaching and research
- Evaluate and continuously improve the infrastructure and technology
- Prioritize time and budget as needed
- Prepare reports documenting the needs and find resources management office
- Periodic reviews
- Meetings between the administrative staff
- Redistribution of tasks
- Establishment of procedures for various tasks (use of equipment, service orders, etc.)

Academic counseling

- Set office hours to the needs of students
- Inform students of research and internship opportunities
- Hold semi-annual meeting of academic counselors to guide the process including tuition payment dates

Information Technology:

- Prioritize troubleshooting
- Prepare reports and proposals for support and/or funds
- Periodic reviews
- Meetings with the remaining administrative staff
- Project planning and scheduling

I. Evaluations of our department have identified the following strengths:

Departmental:

- Planning in enrollment and in the efficient use of human resources
- Rich and diverse academic offerings
- Existing facilities

Administration Office:

- Quality of service and efficiency
- Efficient management structure
- Assistance in specific student tasks

Academic counseling:

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J. Evaluations have identified the following weaknesses (opportunities for improvement):

Departmental:

- The Department Director has many tasks and their efforts are divided
- Need for periodic assessment

Administration Office:

- The complexity of the Department requires at least one additional person as Administrative Officer
- Need for periodic assessment

Academic counseling:

- Need for periodic assessment
- Need to promote culture involving Information Technology
- Hours of operation limited by lack of funds for wages (8:00 to 4:00)
- Computers and digital projectors are often damaged

K. To sustain and enhance these strengths and to correct and improve these weaknesses, the following actions and measures will be taken:

- Develop culture of assessment and periodic reviews
- Conduct surveys semiannually
- Purchase new equipment
- Request additional resources to wage schedule to extend the service to be more efficient
- Promote culture of support for faculty, students and the general public in all dimensions administrative department
- Continue developing or revising existing procedures to ensure the permanence of our strengths
- Evaluate the results of surveys and make future plans accordingly
- Implement suggestion box in all our administrative facilities
- The Department will make an annual assessment and incorporate findings in Departmental Administrative Plan; this plan will include a compendium of needs (objectives/goals), projects to address them, a schedule to carry them out, and budget requests to achieve the goals
- Promotion of a culture of achievement and belonging
- Revise the Administrative Assessment Plan annually

L. As evidence of this process of continuous improvement, our department maintains (or will maintain) on file the following documents:

- Achievement Reports
- Surveys and other assessment instruments
- Results of surveys and analysis
- Records of Daily Tasks
- Assessments of administrative staff
- Improvement plans
- Budget Requests
- Recognitions for institutional performance
- Evidence of requisitions for acquisitions
- Minutes of meetings
- Reviews plans administrative assessment

M. The information contained in this document was to be shared and discussed with the members of the department (May 2014).