

(insert Division Name)  
Internal Review  
(insert year)



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**Preamble**

**(Instructions: Thompson Rivers University (TRU) will begin an annual process of self-assessment of each Service Division. On a rotational basis, TRU will also conduct external reviews of each Service Division. Institutionally these processes will complement the Program Reviews that are underway, on a rotational basis, in the academic program areas.**

**The self-assessment plans are to include the following components:**

* **An overview of the Division**
* **Identification of leading universities, or other relevant service providers, and why they are considered leaders and who best demonstrate best practices within their appropriate service area.**

**Benchmark your Divisions against these leading indicators and discuss the Division’s progress relative to these benchmarks – does the Division exceed, meet or fall below these leading indicators.**

* **An assessment of where the Division is today in regard to its key functions/processes/services**
* **An action plan, with appropriate benchmarks, that outlines where the Division should be in three years and a realistic plan of how to achieve this**

**The template below is an outline that should assist you in completing this internal self-assessment. You do not need to be restricted by the template instead it is designed to provide a framework.**

**It is reasonable to assume that a future plan for the Division is not necessarily a consensus document. Consultation and input from your staff is a normal expectation however, this self-assessment plan is ultimately an operational plan authored by the relevant Dean/Director or Associate Vice-President).**

**1.0 Division Overview**

**(Instructions: In this section - provide an overview of the Division and describe the major functions/processes/services that it is accountable for. Describe any major projects that are currently underway in the Division. Describe any initiatives that are a result of the TRU Strategic Plan Action Plan that your Division is currently undertaking. Describe the current staffing/ organizational structure of the Division and how the structure contributes to achieving the major functions /processes / services for the University).**

**2.0 Leading Universities: Benchmarking your Division**

**Instructions: Choose leading universities or other relevant service providers that demonstrate best practices that are relevant for your Division. Discuss why these universities are leaders in the particular field. Show these benchmarks and measure your Division against these leading indicators. Discuss as to whether your Division exceeds, meets, or is below these benchmarks.**

**Further you may also want to consider using:**

* + **national/industry benchmarks**
  + **Canadian University Report Card indicators – TRU’s results are found at:**

[**http://www.tru.ca/\_\_shared/assets/CUR20590.pdf**](http://www.tru.ca/__shared/assets/CUR20590.pdf)

* + **National Survey Student Engagement (NSSE) indicators – TRU’s results are found at:**

[**http://www.tru.ca/\_\_shared/assets/nsse09report18461.pdf**](http://www.tru.ca/__shared/assets/nsse09report18461.pdf)

* + **The Institutional Planning and Analysis Department has other institutional surveys that may contain benchmarks relevant for your Division. The web site is** [**www.tru.ca/ipa**](http://www.tru.ca/ipa)

**3.0 Assessment:**

**(Instructions: In this section list each of the major functions /processes /services that are delivered in the Division and assess the present status and the challenges faced at this time and/or opportunity for change).**

**3.1 (insert core functions/processes/services)**

**Present Status/Challenges/Opportunity**

* discuss
* discuss
* discuss

**3.2 (insert core functions/processes/services)**

**Present Status/Challenges/Opportunity**

* discuss
* discuss
* discuss

**3.3 (insert core functions/processes/services)**

**Present Status/Challenges/Opportunity**

* discuss
* discuss
* discuss

**3.4 (insert core functions/processes/services)**

**Present Status/Challenges/Opportunity**

* discuss
* discuss
* discuss

**(Instructions– continue adding core functions/processes/services as necessary and complete the same analysis of the present status /challenges/ opportunity).**

**4.0 Division’s Outcomes in Three Years**

**(Instructions: Write the action plan as to where the Division should be in three years with the appropriate benchmarks. Describe on what basis you have arrived at this assessment. Describe what actions need to be taken to move the Division to these outcomes within a three year period.)**

**Appendix 1 – (may insert Existing Organizational Chart or other relevant appendices)**

**Appendix II – (may insert Proposed Organizational Chart or other relevant appendices)**

**(Instructions: Remove the ‘instructions sections throughout this document. Submit this self-assessment to your Vice-President).**