

Administrative Division Review – **(insert name of Division)**

Thompson Rivers University

**EXTERNAL REVIEW - TERMS OF REFERENCE**

**1. Overview**

1.1. Thompson Rivers University is a public post-secondary institution with a Kamloops and Williams Lake campus and regional centers and serves over 8000 FTE students. **(insert other key focuses of the University that may be relevant to the particular review).**

1.2. The scope of this review is to assess the **(insert name of Division):**

- **(insert a comprehensive list of the functions/processes/services to be reviewed)**

1.3. The review will bear in mind the University's desire to optimize the overall performance of the University, while improving services to students, faculty, and staff, and the wider community.

1.4. The particular areas of interest include:

Consideration will be given to the business processes, service gaps and overlaps, resource requirements, self-study, and benchmark comparators. For example, the review will consider the following questions:

- Is the portfolio meeting its key accountabilities? Should they be narrowed or broadened?
- Who are the principle recipients of the Division's services (customers)?
- What is the perception of service and value for money from the customer's perspective?
- What process and evaluation methodology has the Division implemented to ensure continuous improvement?
- Has the Division identified universities or other related institutions who best demonstrate best practices within the appropriate service area?
- Has the Division developed and maintained quantitative benchmarks and do these benchmarks reflect best practices in the sector?

## Administrative Division Review – (insert name of Division)

Thompson Rivers University

### EXTERNAL REVIEW - TERMS OF REFERENCE

- Are the organizational structure, staffing complement, facilities, space, and other resources appropriate to support the Division, while considering the fiscal limitations of the University?
- What are the strengths and weaknesses of the Division?
- How does the Division compare to similar units provincially or nationally?
- What re-direction of resources would be required to make the Division more effective?
- What risks or barriers does the Division face when implementing change?
- Recommendations for improving the portfolio or redirecting the function or services.

## 2. Review Process

2.1. The Review Process includes the following steps:

- TRU will compile a documentation package of background information, including the Division's self study.
- The package of material will be sent to the Review Panel two weeks prior to the interview sessions.
- TRU will develop an itinerary of interviews in consultation with the Review Panel. The interviews will occur on campus and normally be completed within three (3) days. The itinerary will include interviews with:
  - TRU Executives
  - **(AVP of the Division)**
  - **(Dean/Director of the Division)**
  - Recipients of services - participants representing a range of non-academic and academic staff who utilize the services of the function.
  - Other relevant stakeholders

Administrative Division Review – (insert name of Division)  
Thompson Rivers University  
EXTERNAL REVIEW - TERMS OF REFERENCE

- An initial teleconference with the Review Panel will kick-off the process and will be scheduled prior to the on-site interviews.
- The Review Panel will provide a draft report to the **(relevant Vice-President)** two to four weeks after the interviews are concluded.

### 3. Final Report

- 3.1. The purpose of the report is to inform the **(relevant Vice-President)** of recommendations for improvement. The Review Panel should make essential, formal, prioritized recommendations that address its major findings. Opportunities for improvement will be categorized into “Quick Wins”, those requiring further business case analyses, and those that are not viable at this time.
- 3.2. A response from the **(Dean/Director of the Division)** will be provided within 2 weeks of the final report. Implementation of changes will be as agreed by the **(relevant Vice President)** and the **(relevant AVP or Dean/Director of the Division)**.
- 3.3. The final report, management response, and implementation plan will be shared with the **(staff of the Division)**.

### 4. Review Panel

Consultant –

Consultant –

External expert in discipline