**Annual Report for Administrative and Student-Facing Departments**

**Department/Unit: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

To better link initiatives to the Pace University Strategic Plan and to enable departments to provide more background and narrative to their annual reports, we are adding a new summary to the Annual Report for the coming academic/fiscal year.

This annual report overview should be submitted with your summary FY19 report, FY20 plans, and FY21 priorities. This is due to your EVP/VP no later than **June 30, 2019**. A summary version, including EVP/VP approvals is due no later than **July 30, 2019** to Jean Gallagher ([jgallagher2@pace.edu](mailto:jgallagher2@pace.edu)).

**Section 1: Summary**

Please provide a broad overview of FY19 results, and include key statistics or measurements used to assess the work of your unit, their trends, and actions you have taken to improve them. Your description could also include information on the development of new programs, changes in existing programs, or phasing out of older programs, and justification for these decisions.

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**Section 2: Student Outcomes**

Please report on developments regarding the following. These may not apply to all areas, but are required for student-facing departments:

* Retention (to access retention and graduation reports, please go to <https://paceuniversity.sharepoint.com/sites/OPAIR>)
* Support for students (e.g., financial, academic, emotional, social)
* Advising
* Student participation in experiential learning opportunities (internships, fieldwork, study abroad, capstone courses, research etc.)
* Other student learning outcomes applicable to services your unit provides

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**Section 3: Process Improvements/Efficiency Gains**

Please describe examples of where you have made improvements in processes that have resulted in improved service, lower costs, or reduced processing time. How do these improvements impact your plans for FY20 and priorities for FY21?

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**Section 4: Staff Update**

Please give a summary of staff development activities, accomplishments, awards, conference presentations, or other staff achievements relevant to your area. Please identify any training needs. Please note when you have last reviewed staff job descriptions in your program or area (this should be done at least every 3 years).

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**Section 5: Resource Needs Analysis**

Please think about your resource needs for the next several budget cycles. This provides an opportunity to think strategically and identify needed resources, including staffing, equipment, space, etc.**,** and whether or not these are new or reallocated resources. **Please note that this does not replace the normal budgeting process.**

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**Section 7: Support from Other Units**

Please identify any additional departments outside of your area from which you would need support to help you to achieve your goals for 2019-2020 *(e.g., ITS, OSA, Financial Aid).*

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**Section 8: Appendices**

In an appendix, please include a list of the following:

* Annual usage reports or data you use to measure your department
* Annual reports generated for your staff or for internal use
* Engagement with external entities, including professional organizations, etc.
* Specific student retention or graduation initiatives undertaken and their respective results
* Other relevant documents applicable to your area