The UNICA Observatory on Administrative Excellence:
Evaluating the efficiency of University administrative services.

Aim
A benchmarking study to evaluate the efficiency of the administrative services of UNICA Universities.

Data Collection
The data that will be collected will cover General and Administration Information (34 questions) as well as administrative areas related to the:

Administrative Service	Number of Questions	Indicative Question
Library	19	Number of electronic journal subscriptions
Student affairs	34	Total number of registered student clubs
Information technology	32	Storage Space Supported (SAN/NAS) in TB
Financial	20	Number of tenders (RFPs) for products
Human resources	20	Administrative staff turnover
Public relations and alumni	16	Total number of active alumni members
International relations	7	Number of outgoing LLP students
Research programs and projects	12	Total income from research projects
Technical services	21	Average number of repair work-orders
Internal audit	8	Number of FTEs performing internal audit

Participating Universities can choose to answer all or part of the aforementioned questionnaires and related questions. All data provided by the UNICA Universities will be considered confidential.

Data analysis and results
Participating Universities will receive a customized benchmarking report with a wide (more than 50) range of Key Performance Indicators (KPIs), along with specific implications and conclusions related to their University. Their performance will be benchmarked against other UNICA Universities, as well as another 52 EUA Universities which have participated in previous administrative services benchmarking research.

Indicative KPIs that will be analysed in each customized benchmarking report are: (a) The number of administrative employees relative to the number of students and the number of academic staff, (b) the income from research projects relative to the total University budget, (c) the average number of student book loans per student, (d) the number of students per PC etc.

The analysis of the gathered data will involve a wide variety of state of the art statistical techniques including, but not limited to, outlier analysis, hierarchical regression analysis and non-linear regression analysis.

Expected outcomes/benefits
Participating Universities will be able to determine their strategic position relative to other European Universities. They will also be able to identify critical areas for improvement in their administrative services, and make informed decisions concerning how to develop a leaner organization and pave the path towards administrative excellence.

Cost and participation deadline
The proposed benchmarking study is a research project. There is a cost of **5'000.00 EUR,** per participating University, aimed solely at covering the man-days required for the preparation of the customized reports for the participating Universities.

Universities wishing to participate should express their intent to take part in this benchmarking research project by the **30th September 2010**.

Contact Information

We look forward to having your University join the Administrative Excellence UNICA Observatory!

For any further information in this innovative research endeavour please contact:

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