

Georgia Southern University
College of Education
Unit Assessment Tool Kit
ANNUAL PERFORMANCE REPORT
Center/Office: Staff and Office Operations
Annual Year 2007-08

Center/Office Name: Associate Dean for Graduate, Research, Sponsored Programs and Development

Report submitted by: Dr. Jennie Rakestraw

Center/Office Mission: To provide support and service to candidates, faculty, staff and schools to promote educator success through graduate programs, research and sponsored programs, and involvement of alumni and other external constituents with the overall intent to raise expectations and achievement levels of students. The mission is fulfilled through competent, thoughtful and respectful communications and collaborations with all those served by the office. The office conducts its activity in support of the University's mission and the College's commitments academic distinction in graduate education, collaboration, diversity, professional development, and regional service.

SECTION I: Office Operations

Center/Office Operations Goal(s) for 2006-2007:

To provide top quality service to constituents (students, faculty, administrators, P-12 and community) in the following areas:

1. Facilitating the curriculum approval process to COE Curriculum Committee and to the University committees
2. Assisting in graduate curriculum development
3. Coordinating COE catalog revisions
4. Processing graduate programs of study and other COGS graduate forms
5. Supporting graduate and undergraduate recruitment (i.e. planning, responding to and routing inquiries, planning recruitment events such as Day on Campus, updating graduate recruitment materials, participating in graduate fairs)
6. Facilitating off-campus graduate course scheduling and off-campus classroom/lab space arrangements
7. Facilitating graduate travel reimbursements with COGS
8. Coordinating COE graduate assistant program
9. Facilitating graduate student appeals process in conjunction with departments, the COE Student Affairs Committee, and COGS
10. Coordinating graduate admissions process with departments, the Admissions Office, and COGS
11. Facilitating classroom and conference room scheduling with faculty, departments, and the University
12. Providing grant information and supporting faculty grantwriting and grant management
13. Coordinating development and alumni affairs initiating including publication of *Southern Educator*

14. Maintaining COE general web site
15. Collaborating with departments, centers and other University offices to facilitate COE initiatives
16. Providing general assistance in areas of graduate programs, research, grants, and alumni/external affairs
17. Coordinating Professional Learning Unit (PLU) credit approval process and issuing PLU credits
18. Providing requested graduate data including data to the BOR Educator Preparation Data Mart

All of the above as continuing operations goals along with the following particular items for 2007-08:

- a. Improve graduate admissions process to implement use of Xtender
- b. Provide support for faculty writing and management (ITQ, IREX, etc.)

Faculty/Staff, Candidate/Client Survey Results: (See Table 1.0 below.) **SEE ATTACHED**

Table 1.0 Level of Agreement Regarding Services Received by Faculty/Staff & Candidate/Client

Level of Agreement (reported by number & percent)	C/CLGotHelpNeeded (n=)	F/SGotHelpNeeded (n=)	C/CLHelpEffective* (n=)	F/SHelpEffective* (n=)
#!/%Agree	52%		44%	
#!/%NeitherAgreenorDisagree	43%		48%	
#!/%Disagree	5%		8%	

C=Candidate; CL=Client; F/S=Faculty/Staff

*Center's/Office's definition of "Effective help" is: (add definition)

Evaluation of Survey Results:

Overall the survey data indicate that services offered by the office of the Associate Dean for Graduate is effective. However, it is evident from the comments that students do not differentiate between graduate services offered by COGS and the COE office. Also concerns with assistance students received or did not receive through SSC advisement (MAT/non-degree cert) were voiced in the comments. With the interconnectedness of graduate services across academic departments and offices, challenges continue as we attempt to address student concerns. However, much effort has gone into establishing clear understandings of roles and responsibilities, as well as good working relationships with COGS and Admissions Office personnel. We have provided better information on our web site with helpful links to other offices on campus and have helped secretaries who answer calls from students and other constituents so they can be helped efficiently. We are hoping that with the employment of a Graduate Administrative Coordinator this work can be centralized over time. In other words, there will be a specific office that is open from 8-5:00 that can become the help center for education graduate students.

Center/Office Operations Goal(s) for 2007-2008:

All of the above as continuing operations goals along with the following particular items:

1. Improve graduate information on COE and departmental web sites, especially with increased on-line program options.
2. Facilitate graduate processes in programs to ensure smooth operations across departments and COGS through assistance of new Graduate Administrative Coordinator.

3. Provide support for faculty grant writing and management in collaboration with the new COE Research Committee.
4. Continue to improve overall operations of Dean's office (scheduling class and meeting rooms, improving student worker effectiveness, work ethos, etc.)

SECTION II: Staff

Staff Members	Role
Mary Egger	CATES Administrative Assistant
Marie Hooks (partial)	Administrative Assistant
Claudia Moller (part time)	Assistant to the Dean for Alumni and Development

Discussion regarding Staff (e.g., retirements, reassignments):

No retirements or reassignments. The position of Assistant to the Dean has fluctuated since the position is casual labor. Continuity in this position is problematic; however, the assistance of a part-time employee to assist with alumni, development, capital campaign, and other special projects has been invaluable to the Dean and Associate Dean. We have redistributed many of the tasks to others in the Dean's office which is adding duties to already busy staff and administrators. However, we have been able to employ a 10-hour/week staff member beginning August 2007 to work as Assistant to the Dean and, since she has been very productive in the role and costs are minimal, we need to continue her in this position.

2006-2007 Staff Goals/Accomplishments

Goals	Action Statements	Outcomes/Evidence
<p><i>(Service Goal)</i></p> <p>Mary Egger</p> <p>ME1: Help develop new and revised graduate programs and meet accreditation standards</p> <p>ME2: Increase faculty access to information on and involvement in research, grantwriting and sponsored program activity</p> <p>ME3: Increase opportunities and involvement of faculty and regional P-12 educators in professional development</p>	<p>ME1: Provide staff support for Curriculum Committee and forward all items to University level committees. Provide data as needed. Survey graduates/employers and distribute survey data for program/unit assessment</p> <p>Coordinate Catalog review and updating.</p> <p>ME2: Maintain COE web site to include faculty research interests. Maintain COE web site to include</p>	<p>ME1: Efficient operational flow of curriculum items in the approval process. Graduate program data available to departments and administration. Effective survey process and results.</p> <p>ME2: COE web site with up-to-date information about faculty research interests, on-going sponsored programs and RFP information.</p>

<p>M#4: Increase community and alumni support for the COE</p> <p>M#5: Update COE web site</p>	<p>current COE sponsored programs list and links to grant opportunities.</p> <p>ME3: Examine and revise CATES office activities.</p> <p>ME4: Assist in organizing 2007 Art Extravaganza. Publish <i>Southern Educator</i>. Assist in promotion of Centennial Plaza Brick Campaign.</p> <p>ME5: Change all COE web pages to new university format. Create new web page for Alternative Certification information and links. Update COE documents and information. Update web site to include 07/08 catalog.</p>	<p>ME3: Implemented CATES Guidelines and ByLaws revisions. Regular communications with schools about professional learning opportunities, including CATES schedule.</p> <p>ME4: Gallery Opening and Reception held. <i>Southern Educator</i> published. Bricks and benches purchased and installed.</p> <p>ME5: Revised COE web pages. New Alternative Certification web page available with up-to-date information and links. Comprehensive COE web site COE web site with 07/08 programs of study.</p>
<p>Marie Hooks</p>		
<p>MH1: To better keep track of POSs coming through office and forwarded to COGS</p> <p>MH2: To streamline room reservation process for defenses, etc.</p> <p>MH3: To improve overall appearance of the reception area.</p>	<p>MH1: Develop filing/tracking system.</p> <p>MH2: To develop a web-based form by which students/faculty can reserve rooms for defenses, etc.</p> <p>MH3: Rearrange furniture and organize materials—decorative and office</p>	<p>MH1: System in place to track POSs if graduate students or faculty encounter problems.</p> <p>MH2: On-line room reservation system in place. Time and effort reduced for students, faculty and staff when reserving room space.</p> <p>MH3: Reception area is kept straight and well organized for those who work and visit the suite.</p>
<p>Assistant to Dean</p>		
<p>AD1: Initiate and coordinate COE public relations and media</p>	<p>AD1: Provide consistent communication with Marketing</p>	<p>AD1: Items and events published in “This Week” and “Southern</p>

<p>activities</p> <p>AD2: Coordinate and assist with COE development activities</p> <p>AD3: Coordinate activities for COE alumni</p> <p>AD4: Foster relationships with schools and prospective students</p>	<p>and Communications staff Co-edit <i>Southern Educator</i></p> <p>AD2: Coordinate “Day for Southern on Campus.” Liaison with Board of Advisors. Promote Centennial Plaza Brick Campaign and naming of benches.</p> <p>AD3: Liaison with Alumni Advisory Committee.</p> <p>AD4: Promote “Day on Campus” Organize “Southern’s Art Extravaganza.”</p>	<p>Says Thanks” and publications of <i>Southern Educator</i>.</p> <p>AD2L: Successful “Day for Southern on Campus,” Board of Advisors meetings, and brick campaign initiated.</p> <p>AD3: Successful Alumni Advisory Committee meetings.</p> <p>AD4: Promotion of successful “Day on Campus” events for high school students. Successful “Southern’s Art Extravaganza” events.</p>
<p><i>(Professional Development)</i></p> <p>Mary Egger ME6: To continue refinement of web development skills</p> <p>Marie Hooks MH4: Master Xtender use for graduate admissions</p> <p>MH5: Become more proficient at Excel, Word and Crystal Reports.</p>	<p>ME6: Investigate and incorporate new web features in COE web sites</p> <p>MH4: Use Xtender to obtain needed student information to assist Assoc Dean in graduate admissions process</p> <p>MH5: Attend training sessions and use skills learned in practical office applications</p>	<p>ME6: Improved web pages in look and functions</p> <p>MH4: Xtender used to facilitate graduate admissions in Assoc Dean’s office</p> <p>MH5: Using these software programs more effectively in maintaining office data</p>

Evaluation of 2007-2008 Staff Goals:

The staff was very productive in meeting service and professional development goals. Curriculum approval, assignment of classroom space, data collection and reporting, and graduate admissions process have all been improved and function smoothly. Assignment of space for meetings, defenses, etc. needs to be improved; and staff members responsible for meeting rooms need to better coordinate. Staff members also need to be more familiar with key information related to each other’s work so operations can function smoothly when someone is away from the office. That will be a goal for improving staff service and office operations for the upcoming year.

The COE web site is well-organized and up-to-date and the Electronic Evidence Room was a success in supporting the NCATE/PSC on-site review in 2006. Graduate admissions processes are improved with the use of Xender and now departmental program coordinators and chairs use Xtender to make admissions decisions instead of the Associate Dean. Graduate off-campus arrangements operate smoothly; however, continued thought needs to be given to the potential for CATES in serving P-12 and university collaboration in meeting P-12 professional development needs.

Continued efforts will be made to improve graduate/employer surveys to result in greater return rates and data for program/unit improvement purposes. There will be increased graduate program improvements underway next year; however, the office is well-prepared to provide the support needed for those departmental and cross-departmental efforts.

External relations operations are successful due to the efforts of the various persons who served as assistant to the dean and other office staff. *Southern Educator* publication, the Art Extravaganza, the brick campaign and other Centennial celebration plans, along with other initiatives and events, take place successfully each year. Since the position of Assistant to the Dean is not a classified position, we are looking to redistribute the various tasks to COE dean’s office personnel so the work can continue. However, we will continue to hire a part-time person (6-8 hours/week) to assist with special projects during the 2007-08 year.

2008-2009 Staff Goals

Goals	Action Statements	Expected Outcomes/Evidence
<p><i>(Service Goal)</i></p> <p>Mary Egger: ME1: Assist Graduate Assoc. Dean and faculty in developing new and revised graduate programs and meeting accreditation standards for all graduate programs.</p>	<p>ME1: Provide staff support for COE Curriculum Committee ME1: Forward COE curriculum items to university-level committees ME1: Provide graduate program data as needed ME1: Coordinate Catalog review and updates</p>	<p>ME1: COE Curriculum Committee materials distributed in timely manner; Minutes of meetings posted on Committee’s web site ME1: COE curriculum items considered/approved by GC and/or UGC ME1: Data reports produced</p>

<p>ME2: Increase faculty access to information on and involvement in research, grantwriting, and sponsored program activities</p> <p>ME3: Increase opportunities and involvement of faculty and regional P-12 educators in professional development</p> <p>ME4: Increase community and alumni support for the COE</p> <p style="text-align: center;">Marie Hooks</p> <p>MH1: To continue to update/improve the form designed for requesting room reservations</p> <p>MH2: To improve overall appearance of the reception area.</p> <p>MH3: As a member of the Staff Advisory Committee, I'd like to try to boost morale within our staff.</p> <p style="text-align: center;">Assistant to Dean</p> <p>AD1: initiate and coordinate COE public relations and media activities</p> <p>AD2: Coordinate and/or assist with COE development activities</p> <p>AD3: Initiate and coordinate activities for COE alumni</p> <p>AD4: Foster relationships with schools and prospective students</p> <p>AD5: Encourage positive interaction and collaborative relationships between faculty, staff and visitors</p>	<p>ME1: Assist in the hiring of a new staff member to provide administrative support for graduate programs</p> <p>ME2: Maintain faculty research interests on the COE web site</p> <p>ME2: Maintain web page listing current COE sponsored programs</p> <p>ME2: Maintain spreadsheet of proposals submitted and outcomes</p> <p>ME3: Publish CATES schedule of off-campus classes</p> <p>ME3: Offer PLU workshops and conferences</p> <p>ME4: Publish <i>Southern Educator</i></p> <p>ME4: Assist with promotion of Centennial Plaza Brick Campaign</p> <p>Promote the One Room School House and expand its Web site</p> <p>MH1: To confer with students and other users to get feedback re: ease of use of current form.</p> <p>MH2: To tidy up, organize and rearrange, as needed, the area.</p> <p>MH3: Work with other members of SAC to come up with a plan to involve other staff in activities.</p> <p>AD1: Consistent communication with the campus Marketing and Communication staff.</p> <p>AD2: Coordinate COE's participation in "A Day For Southern On Campus." Maintain Wall of Honor.</p> <p>AD3: Liaison with COE Alumni Advisory Committee. Maintain connections with COE alumni.</p> <p>AD4: Organize the College's</p>	<p>ME1: COE information is up-to-date in 07/08 Catalog</p> <p>ME1: Hire Administrative Coordinator</p> <p>ME2: Easy access to information on COE faculty research interests</p> <p>ME2: Easy access to information on COE's current sponsored programs</p> <p>ME2: Access to data on pending proposals and research awards</p> <p>ME3: School systems and teachers are aware of advanced degree and professional learning opportunities and enroll</p> <p>ME3: Workshops and conferences offered for PLU credits</p> <p>ME4: Fall 08 issue of <i>Southern Educator</i> published</p> <p>ME4: Engraved bricks installed in Centennial Plaza; funds raised for scholarships</p> <p>ME4: COE classes visit the One Room School House; Lesson plans available on the One Room School Web site for alumni teachers to use</p> <p>MH1: To make the process more requestor friendly and helpful to those fulfilling requests.</p> <p>MH2: To make the area more pleasing to the eye.</p> <p>MH3: To make the COE a better place to work.</p> <p>AD1: Regional awareness of COE events and activities. More efficient use of time when preparing public relations communications.</p> <p>AD2: Substantial participation from COE faculty and staff in A Day for Southern. Obtain accurate donor information for Wall of Honor from the Dean.</p> <p>AD3: Provide advice, guidance, and</p>
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	<p>“Southern’s Art Extravaganza” to display artwork of public school students. Promote use of Oak Grove One-Room Schoolhouse. Liaison with External Relations Committee</p> <p>AD5: Coordinate activities for faculty, staff and visitors as requested.</p>	<p>support for the COE in procuring the involvement and support of alumni in the development of the College and in promoting quality programs. Maintain relationships with COE alumni.</p> <p>AD4: Active participation from regional public schools in the Fall 08 Southern’s Art Extravaganza” exhibit. Increased use of the Schoolhouse by school groups Provide assistance and support for school and community activities</p> <p>AD5: Effective relationships and positive morale.</p>
<p><i>(Professional Development)</i></p> <p>Mary Egger ME5: Increase abilities using technology</p> <p>Marie Hooks MH4: To continue to develop knowledge of programs such as Excel, Word, Crystal Reports, GroupWise</p> <p>Assistant to the Dean AD6: Develop skills to support quality publications for COE</p>	<p>ME5: Learn about Web site security</p> <p>AD6: Develop stronger skills in desktop publishing</p>	<p>ME5: Learn about Web site security</p> <p>MH4: To be more proficient and versed in programs that would allow me to better perform my job.</p> <p>AD6: Quality publications for COE.</p>

SECTION III:

(Attach completed Unit Assessment data sheets for Personnel, Budget and Candidate/Program items applicable to Office/Center.)

Personnel and Budget is included in the Dean’s office spreadsheet.

