PROFESSIONAL EDUCATION UNIT QUALITY ASSURANCE COMMITTEE – YEAR FOURTEEN
TUESDAY, APRIL 18, 2017

WARDLAW 273
1:15-3:15

MINUTES

Committee Members Present: Brittany Ashley, Jody Davidson, Tommy Hodges, Douglas Meade, Jonathan Ohrt, Lisa Peterson, Doyle Stevick, Cindy Van Buren, Regina Wragg

I. Call Meeting to Order – Doyle Stevick
Dr. Ohrt called the meeting to order at 1:20 p.m.

II. Welcome and Approval of Minutes
Dr. Wragg motioned to approve the minutes, Ms. Davidson seconded the motion. The minutes were subsequently approved.

III. Review of Office of Student Services – Donna Watson (1:30)
- Background
  - Office of Student Services was previously the Office of Student Affairs; previously the structure included a director and two associate directors
  - The last 2.5 years have been characterized by personnel changes through the retirement of the long-time director and associate director along with the promotion and attrition of several employees
- What the Office Does – Undergraduate
  - Plan and deliver Orientation to all incoming COE students every summer
  - Advise all undergraduate students in COE programs
  - Work with program area faculty on program changes and impact to students
  - Ensure that students meet progression requirements
  - Notify students who don't meet progression requirements; refer them to University resources
  - Attend all Admitted Student Days and Open Houses as scheduled to recruit students
  - Meet with prospective students as requested
  - Attend program faculty meetings
  - Work closely with program faculty and Assistant Dean to ensure program materials and Handbooks are updated for upcoming academic year
  - Deliver Change of Major workshops throughout the year
  - Initiate application process for Professional Program and Internship for all programs
  - Assess all Professional Program and Internship applications for all programs
  - Maintain student records
  - Review all graduation applicants' audit reports before and after final grades post before final signoff for Registrar
  - Meet with all majors at appropriate time for certification application

- o Make all certification recommendations after degrees post
  - o Answer certification questions from previous graduates
- What the Office Does – Graduate
  - o Compile applicant files and send to faculty for review when complete

  - o Process admission decisions in the Graduate Management System
  - o Communicate with newly admitted online students regarding next steps and courses to take
  - o Maintain close contact with program coordinators to ensure appropriate information is communicated to students
  - o Assess Graduate School processes to ensure the COE follows policy
  - o Answer any emails/questions from students or applicants
  - o Ensure that programs of study are completed and processed appropriately
  - o Ensure that other required paperwork, i.e., qualifying exams, dissertation committee, etc., are processed appropriately
  - o Maintain contact with appropriate Graduate School coordinators to ensure student records are being processed
- Overall Strengths
  - o Hub of information/institutional knowledge
  - o Efficient – noticing gaps and making changes to streamline processes
  - o Positive working relationships among staff
  - o Willingness to learn new systems and processes
  - o Continued connection with faculty and support staff to ensure student support
  - o Experienced staff in some positions
  - o Hub for assimilating information for students – Graduate School, Registrar's Office, University Advising Center
  - o Continued evaluation of processes to ensure best practices, not just "because we've always done it this way"
- Overall Gaps
  - o Responsibility for recruitment and retention coordination unclear
    - ▪ Dr. Van Buren added that some of the other service offices are unclear on certain responsibilities – Student Services often jumps in as well. Dr. Meade commented that the University Advising Center often becomes involved as well, especially in the circumstance of withdrawal. Ms. Watson commented that with withdrawal, the student's advisor will refer them to the Withdrawal Coordinator in the University Advising Center.
    - ▪ Ms. Watson also commented that this first bullet involving recruitment/retention efforts are going on, but it is not necessarily the college's individual efforts. Dr. Wragg also added that now that we have the platform with the blueprint and strategic goals, this will allow for the offices to work together and share some of these recruitment/retention efforts.
  - o Add-on certification advisement for certified teachers
  - o Graduate assistant to assist with undergraduate processes
  - o Graduate Management System (GMS) for graduate admission limited functionality/no planned updates
  - o Graduate faculty advisor assignment within Self Service Carolina
  - o Debbie Mitchell's pending retirement in 2018
- Opportunities

- New Associate Dean for Academic Affairs could bring a new view to Student Services
- Evaluate current graduate responsibilities within OSS to position the office for pending retirement
- Build institutional knowledge through experience
- Focus on developing electronic forms for graduates and undergraduates
- Continuing development of student and prospective student information for website

- Significance
  - In support of Blueprint Goal #3: Assess, simplify, and modernize the teacher preparation process (professional program, internship, clinical placements) to improve the student experience and operate efficiently, OSS has:
    - Implemented a process to comply with TB testing and SLED check requirements
    - Assessed all online applications related to teacher preparation (Professional Program and Internship)
    - Moved online Handbooks, requirements, and forms to Blackboard
  - In support of Blueprint Goal #3: Assess, simplify, and modernize the teacher preparation process (professional program, internship, clinical placements) to improve the student experience and operate efficiently, OSS has:
    - Implemented a process to comply with TB testing and SLED check requirements
    - Assessed all online applications related to teacher preparation (Professional Program and Internship)
    - Moved online Handbooks, requirements, and forms to Blackboard
- Design
  - Timeline – structured by semester with summer focused on undergraduate orientation and processing graduate admissions for fall; fall focused on undergraduate advising and graduate admissions for spring; spring focused on undergraduate advising and graduate admissions for summer and fall
  - Budget – set amount yearly. Stay within budget by contacting Assistant Dean for Finance before larger expenses
- Efficiency
  - In the past 2.5 years, OSS has:
    - begun electronic filing system for all programs reducing paper storage
    - restructured office physically
    - created graduate admissions paperless review process, updated office practices resulting in updated job duties
    - instituted monthly staff meetings along with bi-weekly meetings – one for graduate and undergraduate staff
    - developed graduate support process for online programs
    - added a first year advisor for undergraduates
    - instituted new processes for:
      - TB and SLED checking before first field experience
      - Online professional program and internship application through Chalk & Wire
      - Praxis core score receipt notification
      - Prospective student follow up
- Measurability
  - Data entry measurement in EPMS for employees, if applicable

- o Processing paperwork, answering phone calls and emails within 24 hours as office standard, within 48 hours during peak times such as advisement or registration
  - o Contact 100% of undergraduates to make advising appointment before registration opens
  - o Survey undergraduates after every advising session (results from Fall 2016)
  - o Complete action recommendation process for all graduate applications for admission within 24 hours of decision submission by faculty
- Staff Assessment
  - o Staff responsibilities are clear
  - o Ongoing analysis of office functions and ideas for improvement
  - o Staff are evaluated using EPMS system; job duties reviewed yearly
  - o 1 of the 10 staff members is temporary
  - o First year advisor position funded by University Advising Center
- Data Collection and Review
  - o Advising survey results in Fall 2016 with overall satisfaction rate of 100% either satisfied or very satisfied. Very satisfied rate of 96%
  - o University advising survey to be sent by the University Advising Center in Spring 2017 with results available through University Advising Network
  - o Data is shared with Dean, Associate Dean for Academic Affairs, and Assistant Dean for Academic and Student Affairs for evaluation and suggestions for improvement
  - o Data is shared with office staff or with staff individually if more appropriate
- Continuous Improvement
  - o Regular staff meetings and focused bi-weekly meetings have fostered increased communication and ideas – place to discuss issues and talk about ideas
  - o Advisors participated in advisor training sponsored by university advising center
  - o Continuous consideration of areas for improvement for both graduate and undergraduate processes
- Dr. Meade commented that communication with all offices is key – communication has not been optimal as a university – all colleges may sometimes be working partially blind on some of these things. Ms. Watson commented that the sharing of information has historically been a university problem – Ms. Sanborn said that one thing that helps the advisors is that Ms. Watson really helps all of the advisors with all of the communication/trainings. She is a central person in the office that tends to this and ensures everyone is aware of need to know information.
- Recruitment efforts – Associate Dean of Diversity will also have a place in this
- Dr. Wragg asked if the FileMaker Pro upgrade has helped. Ms. Watson said that she has not heard any complaints. Ms. Sanborn uses the program all the time and the only main difference is that it looks different…they have encountered a small problem, but not anything that enhances it.
- GMS – is not customizable in the graduate school – there is not anyone that knows the code – doesn't trigger an office to look at a complete application to review.

IV. Review of Office of Grants & Contracts – Rebecca Wessinger (2:00)

- Mission - The College of Education - Office of Grants and Contracts supports the research and service endeavors of faculty through the provision of pre- and post-grant award services.
- Current Staffing

- o Rebecca Wessinger – Director
  - o Mike Turner – Business Manager
- Roles
  - o Director oversees the overall functionality of the office including supervisory duties, serving as a liaison between COE and the University's SAM (Sponsored Award Management) Office, and handling all sponsored project related functions (pre- and post- award).
- Purpose
  - o Grants and contracts through various local, state, federal, non-profit, and commercial avenues
  - o Pre-Award – Location of new funding opportunities, assist and ensure that all of the submission requirements are met
  - o Post-Award – Assist in various post-award activities including assistance and monitoring of the budgetary and compliance matters throughout the lifecycle of the award. This includes making sure they remain in compliance with their activities undertaken during the project as well as staying on budget throughout the lifecycle of the award.
- Overall Strengths
  - o COE is very supportive of and conducive to research
  - o Experience and expertise in coordination and oversight of sponsored projects
  - o Cohesive working relationship within the office as well as departmental counterparts
- Overall Gaps
  - o Future direction of the Office is unclear due to vacancy of Associate Dean of Research position and prospect of a COE Research Center
  - o Office is currently understaffed
  - o Lack of space for growth
  - o The College is currently in talks to create a Research Center which could vastly expand the duties required by the office. If so, they could definitely experience growth in personnel as well as duties performed. Whether a Center is created or not, the office's vision would be to expand upon the services they are currently able to provide for the College. By doing so, the hope would be to increase the overall research dollars being received by the College by approximately 3-5% in the next five years.
  - o They could greatly increase their reach with the addition of an administrative assistant/administrative coordinator.
- Opportunities
  - o COE is currently in talks to create a Research Center. A Research Center would raise the prestige of the College, i.e., help in recruiting new faculty to come here, bolster outside collaboration, provide a catalyst for stronger research programs
  - o Growth in faculty/personnel
  - o New collaboration opportunities from new faculty/personnel
- Efficiency
  - o The Office itself has some Grants and Contracts policies in place (these include policies on time and effort reporting, fixed price accounts, and proposal submission

procedures), but these policies are being revisited and new policies (including collaborative proposal indirect cost recovery procedures and grant expenditure documentation procedures) are being created since a new Director has been appointed.
- o The office is currently creating a new faculty handbook in order to make new COE faculty aware of the services we provide as well as the procedures under which this office will function. This may allow our office to function more smoothly as new researchers come to the College.
- Office Goals
  - o Improve service delivery to faculty and associated staff. Measure for Success: Increase in funding opportunities located as well as funding opportunities awarded. Increased accuracy in the budget reports provided to PIs during their projects.
  - o Maintain an acceptable balance between our services provided and research compliance. Measure for Success: Less budget discrepancies and audit findings during the close-out or yearly audit of a sponsored project.
- Staff Assessment
  - o Staff roles are predetermined, but adaptable due to the nature of grant work
  - o Staff are evaluated using EPMS system
  - o Staff is knowledgeable and innovative in finding new ways to problem solve
- Continuous Improvement
  - o Office is in a transitional phase. Changes may be expected for this office in the near future.
  - o Moving forward, they will focus on process improvement and increased service to COE faculty and staff.
- Discussion
  - o Dr. Meade commented that he imagines the possibility of bombardment in the fall with 27 new faculty starting. Dr. Hodges added that all of these new faculty are not tenure track, and the clinical faculty would not be utilizing this office. Dr. Wragg suggested the possibility of a graduate assistant position being added. Ms. Wessinger commented that a graduate assistant could possibly assist with the data collection side of the work. She added that she could benefit from a second set of eyes/hands when pulling reports, so she is pushing for the addition of an administrative coordinator. This could then free up time for innovation since there is a lot of work involved with staying on top of compliance.
  - o Dr. Wragg asked what Ms. Wessinger needs from QCom. She replied that feedback for things that could benefit faculty would be beneficial and she is open to suggestions.

V. Committee Consensus on Offices

Office of Student Services

Strengths

- Serves as a hub of information and institutional knowledge for students and others throughout the college
- Efficiently assimilates information for students from the Graduate School, Registrar's Office, and University Advising Center
- Continued evaluation of processes to ensure best practices—leadership in the office notices gaps and implements changes to best streamline processes and fill in these gaps
- Continued evaluation of processes to ensure best practices
- Willingness to learn and take on new systems and processes
- Continued connection with faculty and support staff to ensure student support

Areas for Improvement

- The Graduate Management System (GMS) for graduate admission has limited functionality without any planned updates which can hinder the processing of graduate applications.
- Assessment practices – more data collection at varied times and in varied ways could allow for growth and continuous improvement.

Recommendations

- Work with the Office of Assessment and Accreditation in ensuring data from the student exit survey is shared with the office each semester and in creating varied methods for data collection.
- Since staff in the office has a wealth of institutional knowledge and uses the Graduate Management System along with other databases that have limitations on a daily basis, create a data needs list of concerns to share with the Office of Institutional Research, Assessment, and Analytics in order to best streamline the college's processes in data collection.

Office of Grants & Contracts

Strengths

- Staff in the office has experience and expertise in the coordination and oversight of sponsored projects. Staff in the office have a strength in handling all of the logistics of grants writing.
- There is a cohesive working relationship within the office as well as with departmental counterparts.
- Although the future direction of the office is unclear, staff are willing to collaborate and seek feedback from others throughout the college to create a vision going forward.

Areas for Improvement

- The future direction of the office is unclear due to vacancy of Associate Dean of Research position and the prospect of a COE Research Center.
- Office is currently understaffed which does not allow for innovation
- Lack of space for growth

- o Personnel involved with grants and contracts are scattered throughout the college which dramatically decreases efficiency. Faculty in each department may not have the expertise and/or skills in grant writing to oversee this position appropriately.

Recommendations

- o Without the Associate Dean of Research currently in place, survey faculty to guide your direction going forward. The Office of Assessment and Accreditation can assist in collecting and analyzing this data.
- o Positions associated with grants that are currently scattered throughout the college could be housed in the Office of Grants and Contracts. This way, the Director of the office can adequately oversee all of these positions and allow for increased efficiency.

VI.   Schedule for Future Meetings
- Office of Assessment & Accreditation – May 9, 2017
- Information Technology & Operations – May 9, 2017

VII.   Adjournment

Dr. Stevick adjourned the meeting at 3:15 p.m.