Name: Carole Benedict

Report ID: 1502 Rollup

Unit Name: Fischler School of Education and Human Services

These are the engagement items on which we will focus: GOAL CATEGORY: Q5

Area of Strength:

Area of Opportunity:
My supervisor, or someone at work, seems to care about me as a person.

This is what we will do to drive increased faculty/staff/administration engagement on this item:
As a group we will continue to share ideas, encourage, and be empathic toward one another in the workplace. Employees will continue to grow by receiving positive reinforcement and positively expressing those qualities that we appreciate in the employees by utilizing the different methods of employee recognition (i.e. CARE awards, Employee of the Month, and gift checks). We will continue to display trust by giving our employees opportunities to develop their strengths and encourage their development. Employees will be offered the necessary tools and training opportunities needed to continue improvement in their job performance.

This is what success will look like:
There will be an increase in employee participation in different sponsored events, trainings, and activities. There will also be a decrease in staff concerns. The employee will embody an increased sense of value by being acknowledged and appreciated. Importantly, the department will be consistent in enforcing NSU policies and procedures and this will give the employee a sense of well-being.

This is how we will know we are making a difference:
By employing these different methods it will allow the employees to become more proactive than reactive. By receiving positive feedback based on both our commitment and performance the employee will be more engaged.

This is when we will review our progress:
We will review our progress during monthly scheduled staff meetings in order to review the overall level of commitment, trust, and confidence that employees experience so that they will continue to feel that someone cares about them as a person.
Faculty/Staff/Administration
Employee Engagement Commitment Plan

Name: Carole Benedict

Report ID: 1502 Rollup

Unit Name: Fischler School of Education and Human Services

These are the engagement items on which we will focus: GOAL CATEGORY: Q6

Area of Strength:
There is someone at work who encourages my development.

Area of Opportunity:

This is what we will do to drive increased faculty/staff/administration engagement on this item:
By conducting informal and formal questionnaires/surveys employees will select training opportunities that will offer assistance for their professional and personal development. Cross-training will be implemented. Supervisors will identify partnerships and implement the cross-training so that co-workers will become familiar with each other’s work responsibilities. This will increase productivity and not stop the workflow if an individual is not present.

This is what success will look like:
Within the various departments, employee performance and confidence will be increased. We will see an enhancement in participation displayed in diverse training opportunities and events. Supervisors will encourage employees to attend trainings to improve employee development. Following the training, the employee will share their thoughts, suggestions, and new ideas that will enhance the overall development of the department. Monthly meetings will be implemented to give employees the opportunity to share on projects that they are working on, express their concerns, and discuss special events in their life with the group. The encouragement of open communication and the sharing of opinions and thoughts will give the employee a sense of confidence and pride as a valued employee.

This is how we will know we are making a difference:
Due to the complex nature of the different departments, employees will have the ability to receive additional training in their area of expertise and other specialized areas. This will lead to better engaged employees as they become better equipped for their present job functions and have an understanding of other duties in the department. Employees will become confident, motivated, and empowered to pursue professional advancement opportunities throughout the department and the University.

This is when we will review our progress:
As a group we will meet monthly to evaluate implemented training opportunities and how they have impacted each person. We will also acknowledge and recognize individual achievements.
Student Engagement Commitment Plan

Name: Carole Benedict

Report: 1502 Rollup

Unit Name: Fischler School of Education and Human Services

These are the engagement items on which we will focus: GOAL CATEGORY: Integrity

Area of Strength:

Area of Opportunity:
There is always open communication throughout all levels and across all units of Nova Southeastern University.

This is what we will do to drive increased student engagement on this item:
By initiating and encouraging quarterly meetings with representatives from various departments which have a direct interaction with students (admissions, student services, academic affairs, academic advising, fulfillment, registration, etc.) employees will have an understanding of the role and responsibilities of each department. Meetings will encourage sharing information that can serve to ensure that the same policies are being enforced across all departments when interacting with students.

This is what success will look like:
Emphasize will be placed on consistency and transparency for employees and students, employees will feel confident that their ideas are acknowledged and action has been taken on their ideas to better serve students. Students will have questions answered efficiently, increasing student satisfaction, which will highlight student engagement. With increased engagement among departments, students that visit or call will receive appropriate, accurate, and beneficial information in a shorter amount of time from a confident, informed employee. Students will feel confident in their educational choice, Nova Southeastern University. This will increase in both future student engagement and enrollment.

This is how we will know we are making a difference:
When students have repeated positive experiences with employees, they share their experience with others. The more positive the experience, the more the student will be willing to talk about their experience at NSU. When students feel confident that they are supported, are receiving correct information, and that the employee is knowledgeable of their particular need/s, students thrive, feel acknowledged, and are confident that they will succeed. This will be shown through increased enrollments, new admission prospects, and the satisfaction of the employee.
Student Engagement Commitment Plan

Name: Carole Benedict

Report ID: 1502 Rollup

Unit Name: Fischler School of Education and Human Services

These are the engagement items on which we will focus:

GOAL CATEGORY: Integrity

Area of Strength:
My unit/department collaborates well with other support units.

Area of Opportunity:

This is what we will do to drive increase student engagement on this item:
We will maintain and increase communication with the various departments at FSEHS to encourage the sharing of information to ensure that everyone is kept current of all changes and updates to student policies and procedures. This will strengthen interdepartmental fairness and equality and provide the student with the confidence that they are important.

This is what success will look like:
Because of the increased knowledge and understanding of the role and responsibilities of all the departments students that call and/or visit in regards to potential concerns, problems, or questions will be given an accurate, appropriate, and beneficial response to information in a shorter time frame. Students will no longer be transferred or dropped through communication loopholes and will feel confident of their educational choice, Nova Southeastern University. As a result of positive and knowledgeable interactions with students, student questions and concerns will lessen. Students will be proud to share their experience at Nova Southeastern University with others.

This how we will know we are making a difference:
When students have experiences with staff, they share their experiences with others. The more positive the experience, there are more opportunities for future engagement among students and NSU. When students feel confident that staff members support them and are knowledgeable on their particular needs, students thrive, feel appreciated, and take an active role. This will be shown through increased enrollments and new admissions prospects.