Name: Wayne T. Driscoll, Ed.D.

Report ID: FSEHS Student Total

Unit Name: Fischler School of Education and Human Services/Faculty

These are the engagement items on which we will focus:

Goal Category: A7 Confidence

Area of Opportunity:
NSU always delivers on what they promise.

This is what we will do to drive increased student engagement on this item:

Faculty and adjunct faculty will adhere to the clearly stated and defined goals, expectations, and assignment submission deadlines. In addition faculty and adjunct faculty will adhere to the rubrics, grading scales, learning outcomes, and courseware requirements included in the approved and published syllabi and course outlines.

Faculty and adjunct faculty will provide students with the services and resources for which they are responsible and clearly stated and defined in the FSEHS Catalog, in marketing and recruitment materials, and on the NSU/FSEHS websites.

Faculty and adjunct faculty will deliver consistent and accurate information to students as published in the NSU/FSEHS Policies and Procedures and in the FSEHS Catalog.

This is what success will look like:

Students, faculty, and adjunct faculty will have a clear and mutual understanding of expectations relative to the academic programs and to course offerings delivered by our academic institution. Ultimately, this clear and mutual understanding will contribute to student satisfaction and success.

All students will be exposed to a unique and consistent experience throughout the duration of their coursework and academic program preparation. All students will be able to complete their coursework and academic program preparation within the timeframes stated or implied in the published program outlines, marketing material, and FSEHS Catalog.
This is how we know we are making a difference:

There will be an increase in student participation in the Course Evaluation process and more favorable responses relative to the “delivery of promises” on the Course Evaluation tool. Faculty and adjunct faculty members will report a measurable reduction in student complaints expressed by phone and/or email communication.

The Office of Student Services will report increases in the level of student retention in our programs and the Office of Student Judicial Affairs will report a reduction in the number of student grievances (i.e. grade appeals) submitted. The percentage of fully engaged students, as measured by the A7 (Confidence) goal included in the Gallup Engagement Survey, will increase.

This is when we will review our progress:

Progress toward increasing the A7 (Confidence) top box score will be measured upon receipt and analysis of the data from the October, 2008, Gallup Engagement Survey.

At the conclusion of each semester, course evaluation will be reviewed and analyzed by faculty and adjunct faculty to determine the level of increased references to the issues surrounding the delivery of promises (Confidence).

Bi-annually, the Office of Student Judicial Affairs will provide the data related to the frequency and amount of student grievances filed.

Progress toward achieving the A7 goal (Confidence) will be reviewed and discussed three times per year at the Faculty Retreat.