Faculty/Staff/Administration
Student Engagement Commitment Plan

Names: Nelson Diaz, Ed.D. and Dana Mills, Ph.D.
Report ID: 153 Direct
Unit Name: Fischler School of Education and Human Services

These are the engagement items on which we will focus: Loyalty/Passion

Goal Category: C29

Area of Opportunity:
I feel a strong sense of belonging at Nova Southeastern University

This is what we will do to drive increase student engagement on this item:
NSU/FSEHS’s programmatic flexibility and commitment of the institution’s staff to its employer will influence the engagement of students. Field staff needs to be continually brought into the mainstream of the organizational context in order to feel as though they are a part of the larger institution. The staff engagement plan will take this into account.

The loyalty of “customers” is widely accepted as a critical factor in the long-term success of a service firm. The Office of Field Services will develop and implement a model of student loyalty by combining the growing body of knowledge on relationship marketing in the context of services with insights from more traditional educational research. The key factor in this model will be to enhance the relationship quality of field employees and prospective/enrolled/matriculated students and alums.

This is what success will look like:
Among other things, success will be measured by the overall satisfaction students’ report when interacting with the field-based employees. Students should demonstrate a high-level of emotional attachment to NSU and FSEHS in general and their local field-based peers and field-based employees in particular.

This is how we will know we are making a difference:
Two proximal indicators of success include attrition rates and student enrollment. If field-based employees continue to do their job effectively, attrition should be low and enrollment high (relative to pre-implementation of the engagement plan).

This is when we will review our progress:
There are three natural periods of assessment of enrollment (start of each term). In addition, data will be reviewed to assess the recruitment efforts in each geographical area. Also, a retention plan will be put in place that will mobilize field-based employees if a student fails to register, has a non-passing grade, withdraws, etc.
Faculty/Staff/Administration
Engagement Commitment Plan

Name: Nelson Diaz, Ed.D., Dana Mills, Ph.D., and Angela M. Macrina, Ed.D.
Report ID: 153 Direct and 1092
Unit Name: Fischler School of Education and Human Services (FSEHS)

These are the engagement items on which we will focus:

Employees committed to quality

GOAL CATEGORY: Q09

Area of Opportunity:
My associates or fellow employees are committed to doing quality work.

This is what we will do to drive increased faculty/staff/administration engagement on this item:

1. Each employee will identify three (3) areas in which he/she will take responsibility to achieve a higher level of excellence.
   Examples:
   a. Completing action items following staff/committee meetings.
   b. Expanding knowledge of new technology software.

2. Each employee will identify three (3) areas in which he/she excels to provide additional collegial support.

3. The employee will share their identified areas with a colleague or peer to collaboratively develop an action plan with appropriate strategies to accomplish goals. The employee will initiate the agreed-upon strategies.
   Examples:
   a. I will take comprehensive notes at all meetings and clearly write down all follow up that is required of me. I will plan my time accordingly and will complete the required task in a timely manner.
   b. I will attend professional development sessions related to Microsoft Office 2007 Word and Excel to broaden my skills to produce higher quality documents and reports.

4. The supervisor will review each employee’s action plan and assist and provide support to the employee in attaining his/her action plan.

5. A list of areas and strategies will be compiled and shared with peers and the Executive Director of Training and Organizational Development to provide professional development activities for employees focused on the identified areas, strategies and action plans.

6. Employees with expertise in areas identified will serve as an additional resource of support for colleagues.

This is what success will look like:
There will be a collaborative, supportive work environment that demonstrates a higher level of commitment to quality work. Each employee will recognize his/her individual growth in commitment to and accomplishment of quality work.

**This is how we will know we are making a difference:**
A difference will be noted in attaining a higher level of excellence and effectiveness as measures of commitment to quality work.

**This is when we will review our progress:**
Action plans will be reviewed twice prior to September 30, 2008, to determine progress toward completion of planned strategies. During each review, modifications will be made to selected strategies as necessary. Accomplishments in identified areas will be shared with peers and the immediate supervisor to further strengthen collegiality and reinforce a higher level of commitment to quality work.