2008 Student Engagement Commitment Plan

Name: Dr. Kim Durham

Report ID:

Unit Name: Human Services, FSEHS

This is the engagement item on which we will focus: NSU always treats me fairly

Area of opportunity: Integrity

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

In an effort to improve our area of opportunity, our group elected to increase student involvement. By allowing students to have a more prominent role in identifying what they believe constitutes unfair treatment, we can focus on those items as opportunities for improvement. We also know that faculty involvement plays a critical role in student perception, as such, establishing rapport by communicating faculty (as well as student) expectations prior to the beginning of class. Through this process, a mutual understanding is developed that clarifies what may be misconstrued as unfair treatment.

This is what success will look like:

Success will take the form of a significant decrease in the number of complaints that are received in our local and central administrative offices.

This is how we will know we are making a difference:

We will know we are making a difference by getting together frequently with relevant departments such as the Adjunct Faculty Services Office, the Enrollment Services Office, the Academic Affairs Office, etc. to meet and discuss the status of student complaints in terms of frequency, patterns, grade appeals, and general complaints.

This is when we will review our progress:

We collectively agreed that we will review our progress six months from the date of implementation.
2008 Student Engagement Commitment Plan

Name: Dr. Kim Durham

Report ID:

Unit Name: Human Services, FSEHS

This is the engagement item on which we will focus: NSU always treats me with respect

Area of strength: Pride

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

In an effort to sustain our strength in the area of pride, our group elected to mobilize resources that would focus on making sure the curriculum is at its best. This would entail constantly revising the curriculum (through the process of program review) to better meet student needs. This would encompass staff, administration, and faculty involvement should result in a challenging but ultimately rewarding academic experience for the student.

This is what success will look like:

Success will take the form of a significant decrease in the number of complaints that are received in our local and central administrative offices.

This is how we will know we are making a difference:

We will know we are making a difference by getting together frequently with relevant departments such as the Adjunct Faculty Services Office, the Enrollment Services Office, the Academic Affairs Office, etc. to meet and discuss the status of student complaints in terms of frequency, patterns, grade appeals, and general complaints.

This is when we will review our progress:

We collectively agreed that we will review our progress six months from the date of implementation.
2008 Faculty/Staff/Administration
Engagement Commitment Plan

Name: Dr. Kim Durham

Report ID:

Unit Name: Human Services, FSEHS

This is the engagement item on which we will focus: Q04 In the last seven days, I have received recognition or praise for doing good work

Area of opportunity: Recognition

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

In an effort to increase engagement in the area of recognition, our group decided to open lines of communication between employees and their supervisors by reorganizing staff meetings to include topics raised by employees as an avenue for the staff to voice their ideas and opinions. We would also like to implement the practice of recognizing employee contributions during staff meetings as a way of acknowledging the employee’s time, service, and commitment to his/her job.

This is what success will look like:

Success will take the form of increased employee participation by way of encouraging the staff to contribute and share their ideas and opinions with their supervisors.

This is how we will know we are making a difference:

We will know we are making a difference by using dialogue as a means to recognize employees as well as build a balanced approach to affirming and supporting employee contributions.

This is when we will review our progress:

We collectively agreed that we will review our progress six months from the date of implementation.
Name: Dr. Kim Durham

Report ID:

Unit Name: Human Services, FSEHS

This is the engagement item on which we will focus: Q06 There is someone at work who encourages my development

Area of strength: Development

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

In an effort to sustain engagement in the area of development, our group decided that supervisors would meet with respective employees to develop an understanding of what is expected of them for their position and their job. We wish to stimulate dialogue between the supervisor and employee. This will serve as a baseline by which supervisors and employees can identify professional development opportunities, engage in frequent feedback sessions, and follow through with professional development commitments. We also wish to develop training of relevant topics for the staff. This will allow us to sustain the encouragement of professional development for the supervisee.

This is what success will look like:

Success will take the form of increased dialogue, as well as in-depth coverage of training and professional development opportunities. These items will also be discussed with the employee during the orientation period. The employee development touch-point worksheet will be reviewed with the staff to help gauge employee development progress and to identify additional needs.

This is how we will know we are making a difference:

We will know we are making a difference when the employee feels he or she has had the opportunity to enhance his or her skills and the improvement is reflected in the quality of their work.

This is when we will review our progress:

We collectively agreed that we will review our progress six months from the date of implementation.