Name: Jamie Manburg  
Report ID: UTEP  
Unit Name: Fischler School of Education and Human Services  

Recognition  

Areas of strength:  
Recognition and praise are essential building blocks of an impressive agency. The Undergraduate Teacher Education (UTEP) at the Main Campus believes in the Gallup philosophy that recognition can be either positive or negative. Therefore, UTEP has acknowledged that they have been effective in their ability to provide detailed and comprehensive feedback in a timely manner to one another for all projects and tasks on an ongoing basis. UTEP also recognizes employees of the month, birthdays, and accomplishments as other ways of showing effective recognition. Staff members continuously offer praise to other co-workers in addition to receiving student and faculty letters or emails of appreciation, which also serve as signs of effective recognition. Lastly, Broward County Public Schools recognizes the America Reads/America Counts tutors for their efforts and support.  

Areas of opportunity:  
Conversely, as UTEP recognizes their areas of strength, there are always areas of opportunity. UTEP has identified that opening and increasing lines of communication within the department, allowing for more contact with executive leadership at the Main Campus, and making available time for more frequent positive acknowledgment from supervisors could help the department become more effective.  

This is what we will do to drive increase faculty/staff/administration engagement on this item:  
UTEP supervisors have agreed to increase recognition to staff members who have completed good work on a weekly basis. UTEP has also agreed to organize a staff luncheon once per semester for recognition of appropriate staff members, the sharing of accomplishments with other staff members and supervisors, and setting time aside to discuss new responsibilities and projects between coworkers. Lastly, UTEP has agreed to maintain a positive outlook towards others and to practice a significant display of empathy and support with fellow co-workers and students.  

This is what success will look like:  
UTEP acknowledges that accomplishing the aforementioned goals to increase engagement will lead to a more highly energetic staff motivated to do their best work while receiving effective recognition. UTEP also maintains that a more efficient and cohesive unit can be manifested with increased self-esteem
throughout the work environment. Lastly, UTEP understands that going above and beyond the call of duty and increased loyalty also display signs of success.

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

UTEP will monitor their progress through feedback from other departments, students, co-workers, faculty and executives. Increased attendance at employee related events (e.g., alumni receptions, employee of the month receptions, employee picnics, etc.) will also be an indicator of the department making an effective transformation as well as increased volunteers for special projects and events.

This is when we will review our progress:

UTEP will examine their progress through continuous dialogue and discussion and the assessment of their improvement of the areas of opportunity at monthly staff meetings. Sharing progress, assessing areas of improvement individually and collectively and participating in periodic surveys will also display the effective transformation for increased engagement for UTEP.
Faculty/Staff/Administration
Engagement Commitment Plan

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Opportunity to Do Best

Areas of Strength:

Having the opportunity for staff members to perform their best every day is an ideal that the Undergraduate Teacher Education Program (UTEP) strives to accomplish. UTEP’s continuous and consistent demonstration of teamwork among staff and support members, maintaining a high level of communication within the department, and accepting responsibility for individual tasks has supplied UTEP with motivation with a positive direction and purpose.

Areas of opportunity:

Equally, as UTEP recognizes their strengths, there are always areas of opportunity. UTEP has identified by becoming fully staffed, overcoming technological complications, developing a better understanding of job responsibilities, building confidence in and having a greater understanding of the role of other FSEHS departments, and by creating an open line of communication within these departments will allow them to become more effective in developing a positive model.

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

UTEP has agreed to recognize the contributions of others, celebrate the success of others, promote and encourage high performance, and assist coworkers in prioritizing job responsibilities. UTEP has also agreed to increase the follow-up for all members in the department, demonstrate better use of online resources and directories, and develop a better rapport with other departments. Lastly and most importantly, UTEP has agreed to hold themselves and others accountable for achieving goals.

This is what success will look like:

UTEP maintains that practicing the aforementioned goals will lead to further sharing of these achievements that have been made during monthly staff meetings, increased positive attitudes throughout the department, a paved road for student and instructor satisfaction, as well as increased enthusiasm and self-esteem.

This is how we will know we are making a difference:
UTEP will examine their progress through analyzing their improvement within the areas of opportunity at monthly staff meetings. Sharing progress, assessing areas of improvement individually and collectively and participating in periodic surveys will also display the effective transformation of increased engagement.

This is when we will review our progress:

UTEP will review their progress at an innovative semester QEP meeting which will not only review the department’s progress but also assess UTEP’s overall engagement of staff members.
Faculty/Staff/Administration
Engagement Commitment Plan

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Mission/ Purpose

Areas of strength:

The mission or purpose of an agency can have a significant effect on an employee’s ability to feel as if their job is important. The feeling of importance can be attributed to individual praise and something more inclusive such as an agency’s mission or vision. The Undergraduate Teacher Education Program (UTEP) has acknowledged the following areas of strength for their department to include assisting students and helping them reach their goals, valuing and understanding higher education and teacher education, serving the needs of the community, and serving a broader student population. This transmits a sense of importance and value for the members in the department.

Areas of opportunity:

UTEP has identified that they need to have an improved understanding of the mission of NSU and the mission of FSEHS to provide for an increased feeling of job importance. Other areas of opportunity for UTEP include having a greater understanding of the K-12 school system, increased knowledge of coworkers’ roles responsibilities, and establishing and maintaining a relationship with alumni which all provide for a greater feeling of importance and belonging to NSU. Lastly, UTEP has maintained that once they have more knowledge of the NSU and FSEHS mission, they would be able to align the mission with day-to-day work responsibilities which ultimately will provide a greater sense of job satisfaction and value.

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

UTEP has agreed to demonstrate a greater commitment to read all e-mails, to share news and information with others, to read SharkBytes and to periodically check the F.I.N. for updates. UTEP has further agreed to increase participation in University events, compliment and support the culture and vision of FSEHS and those of other NSU centers, and to stay current on campus affairs. Lastly, UTEP has arranged to discuss the NSU and FSEHS mission at meetings and to incorporate these mission responsibilities into the department’s goals.

This is what success will look like:

UTEP maintains that accomplishing the preceding objectives will lead to a greater understanding and the ability to better identify with the mission and vision of NSU and FSEHS. UTEP also acknowledges that
success will allow for a greater understanding of identifying specific job responsibilities of staff members listed on the job description and linking those responsibilities and job functions directly to the NSU and FSEHS mission. Therefore the NSU and FSEHS mission will become actualized in all job descriptions of UTEP staff members.

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

UTEP will monitor their progress by establishing an area of recognition for students and employees (bulletin board of honor), increasing communication and collaboration between employees concerning the focus of the NSU and FSEHS mission, understanding coworker’s job responsibilities, and increasing creativity which can influence ways to actualize the mission and purpose for the individual employee and the department as a whole.

This is when we will review our progress:

UTEP will review their progress at an innovative semester QEP meeting which will not only review the department’s progress but also assess UTEP’s overall engagement of staff members.