Faculty/Staff/Administration Engagement Commitment Plan
March 7, 2008

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Q02. Have Materials and Equipment

These are the engagement items on which we will focus:

Areas of Strength:

Having the necessary materials and equipment to do one’s best is undoubtedly important to a university long recognized as a leader in the field of technology and innovation. All of the employees in the Office of Placement Services (OPS) (on-site) are provided with the necessary technology. Opportunities for training and development are provided regularly so that skills can be attained, updated, and refined. The “All-in-One” Copier is optimally efficient and a great time-saver. Printers are easily accessible and requests for any necessary repairs are quickly addressed. Office supplies are available and orders for needed materials are handled in a timely manner. There are many tools, technologies, and materials that make us productive in our working environment.

Areas of opportunity:

While we are fortunate to work in an environment that prides itself on offering its employees the latest in technology, there are a few areas that can be strengthened. Several computers at the various workstations are now considered outdated. Storage areas for maintaining records are very limited. Efficiency is improved when all staff members have access to phones that have the directory feature. One of our employees works off-site (Tampa) and uses her own equipment to complete work-related responsibilities. She has also found it very difficult to obtain any materials from the site and has resorted to purchasing her own copy paper, refill cartridges, etc.

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

The Office of Placement Services intends to conduct a Needs Assessment to determine with greater specificity what type of equipment or materials are needed to maximize efficiency. Based on the results of the Assessment, orders will be placed for items that are necessary. The possibilities of additional storage space will be researched and discussed with the Dean.

This is what success will look like:

When all staff members are well supplied with necessary materials and are using technology that is optimum, staff will be engaged in their daily responsibilities with enthusiasm and maximum efficiency.
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This is how we will know we are making a difference:

When we address all reasonable requests of our staff members, their job performance is positively affected. By providing or updating necessary equipment and providing all with necessary materials, productivity increases. We will determine our success by discussing our progress in our monthly meetings.

This is when we will review our progress:

The Office of Placement Services will meet monthly to discuss progress made in providing our staff with up-to-date equipment and the materials and space needed to perform their job responsibilities with maximum efficiency.
Q08. Mission/Purpose

These are the engagement items on which we will focus:

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 Office of Placement Services (OPS) as part of 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:

OPS/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 OPS/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, OPS/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 increased faculty/staff/administration engagement on this item:

OPS/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. OPS/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, OPS/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:

OPS/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. OPS/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 OPS/UTEP staff members.

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

OPS/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:

OPS/UTEP will review their progress at an innovative semester QEP meeting which will not only review the department’s progress but also assess OPS/UTEP’s overall engagement of staff members.
Q03. Opportunity to do Best

These are the engagement items on which we will focus:

**Areas of Strength:**

Having the opportunity for staff members to perform their best every day is an ideal that the Office of Placement Services (OPS) as part of the Undergraduate Teacher Education Program (UTEP) strives to accomplish. OPS/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 OPS/UTEP with motivation with a positive direction and purpose.

**Areas of opportunity:**

Equally, as the OPS/UTEP recognizes its strengths, there are always areas of opportunity. OPS/UTEP has identified that 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 us to become more effective in developing a positive model.

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

OPS/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. OPS/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, OPS/UTEP has agreed to hold themselves and others accountable for achieving goals.

This is what success will look like:

OPS/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:

OPS/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:

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