Name: John M. Enger, Ph.D.
Report ID: 3390
Unit Name: Applied Research Center/FSE

These are the engagement items on which we will focus:

Area of strength:

Area of opportunity: At work, I have the opportunity to do what I do best every day.

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

Supervisors will spend one-on-one time with their employees assessing and discussing each employee’s unique strengths and how these strengths contribute to the overall functioning of the unit.
Supervisors will create a matrix reflecting each employee’s strengths and develop strategies to use the strengths in their daily job functions.

This is what success will look like:

Employees will experience an increased level of confidence that they are doing what they do best and an increased opportunity for personal growth.

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

Supervisors will meet with each employee at least one additional time beyond the mandatory performance appraisal meeting to review identified strengths and how to best use those strengths to do what the employee does best.

Employees will feel more confident about their performance.

This is when we will review our progress:

Twice a year at the meetings and interviews with supervisors and at the Gallup survey year 3.

Indicate One Goal Category:

___Q12. Learn and Grow
___Q11. Progress
___Q10. Best friend
___Q09. Employee Committed to Quality
___Q08. Mission/Purpose
___Q07. Opinions Count
___Q06. Development
___Q05. Cares about me
___Q04. Recognition
___X_Q03. Opportunity to do Best
___Q02. Have materials and Equipment
___Q01. Know what’s Expected
These are the engagement items on which we will focus:

**Area of strength:** This last year, I have had opportunities at work to learn and grow.

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

Supervisors will spend one-on-one time with each employee assessing and discussing each employee’s strengths and areas for further development and how these contribute to the overall functioning of the unit.

Supervisors will assist each employee in the identification of at least one goal for professional development. The goal(s) may require supervisors to facilitate certain activities (i.e. assigning an employee to a special project, training workshops, faculty retreats). Both employee and supervisor will agree upon the designated goal(s).

This is what success will look like:

Employees will focus upon professional development activities/projects. Achievement of learning outcomes from these activities will be manifested in employees who demonstrate newly developed or refinement of skills.

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

By obtaining satisfactory data on the number of professional development activities that employees attended.

By obtaining satisfactory data at the meeting with employees twice a year (1 in addition to the performance appraisal meeting) to review their progress on their goals regarding their professional growth and their perceptions of the usefulness of the professional development activities.

This is when we will review our progress:

Twice a year at the meetings and interviews with supervisor and at the Gallup survey year 3.
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These are the engagement items on which we will focus:

Area of strength:

Area of opportunity: Always count on fair/satisfactory resolution.

Update current ARC website to demonstrate to doctoral students the processes and procedures regarding conflict resolution guidelines; including emails and phone numbers of key personnel according to their responsibilities.

The existence of current staffing to discuss student issues will be emphasized and reiterated to students via multiple ways (i.e., website, enrollment counselors). Staffings will continue to be instrumental to resolve conflicts and will be made even more accessible to expedite the process. The possibility of using a technological ticket system to report issues which need a resolution might be explored with tech support.

This is what success will look like:

Students will receive a response that their concerns are being attended to within 3 to 5 working days upon receipt of their request to address a conflict.

When students are surveyed by Gallup in year 3, they will report a higher satisfaction with NSU’s conflict resolution strategies.

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

Student responses to Gallup’s year 3 survey will elicit a higher satisfaction with NSU’s conflict resolution strategies.

This is when we will review our progress:

When students are surveyed by Gallup in year 3.

Indicate One Goal Category:

_____ Passion:
  I can’t imagine a world without NSU. NSU is the perfect school for people like me.

_____ Pride:
  NSU always treats me with respect.
  I feel proud to be a NSU student.

__X__ Integrity:
  If a problem arises; I can always count on NSU to reach a fair and satisfactory resolution.
  NSU always treats me fairly.

_____ Confidence:
  NSU always delivers on what they promise
  NSU is a name I can always trust.
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These are the engagement items on which we will focus:

**Area of strength:** I feel proud to be a NSU student.

**Area of opportunity:**

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

- Student will receive multiple indicators (i.e. via enrollment counselors, ARC website) of ARC’s commitment to assist them with their respective dissertations and their research courses.
- Continue providing our students with timeline options (2 or 3 years) of when to complete their degree.
- Continue providing our students the quality and option of online services to assist them with their research courses, dissertation advising, and overall dissertation services.

This is what success will look like:

Student survey results will show an increase in the percentage of students who would definitely recommend NSU to others.

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

Student survey results will demonstrate an increase from the prior year that NSU’s current students have been advised by fellow students to enroll at NSU.

This is when we will review our progress:

After receiving the Gallup survey results for year 3.

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**Indicate One Goal Category:**

- **Passion:** I can’t imagine a world without NSU. NSU is the perfect school for people like me.
- X **Pride:** NSU always treats me with respect. I feel proud to be a NSU student.
- **Integrity:** If a problem arises; I can always count on NSU to reach a fair and satisfactory resolution. NSU always treats me fairly.
- **Confidence:** NSU always delivers on what they promise. NSU is a name I can always trust.