2009 Faculty/Staff/Administration
Engagement Commitment Plan

Name: Dr. Kim Durham

Report ID: 484 Rollup

Unit Name: Human Services at FSEHS

This is the engagement item on which we will focus:

Q08 - The mission or purpose of my University makes me feel my job is important.

Area of opportunity: Mission/Purpose

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 mission/purpose, our group decided to post signs in openly visible areas around the clinic stating the clinic’s mission and purpose. We also agreed to create a tag line or motto that we can all attach to our e-mail signatures as a daily reminder of our mission and purpose. And finally, we will also pay close attention to the feedback we receive from the surveys we distribute regarding how well we are meeting our mission/purpose.

This is what success will look like:

We will gauge our success as we review the feedback from relevant constituents who complete our surveys. Those constituents include (but are not limited to): the post doctoral students, the internship students, and our clientele. That feedback will help guide us in terms of identifying which areas need improvement.

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

We will know we are making a difference based on improved scores on the surveys listed above, particularly with regard to ratings directly associated to our mission/purpose. Academically, we will monitor the development of more academic courses and certification programs in line with our mission/purpose. We will also know we are making a difference by monitoring enrollment, our ability to branch out, and through formal and informal constituent reports.

This is when we will review our progress:

We collectively agreed that we will review our progress during our quarterly updates that occur during our staff meetings.
2009 Faculty/Staff/Administration
Engagement Commitment Plan

Name: Dr. Kim Durham

Report ID: 484 Rollup

Unit Name: Human Services at 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. 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.
2009 Student Engagement Commitment Plan

Name: Dr. Kim Durham

Report ID: 484 Rollup

Unit Name: Human Services at 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 improve student perceptions about the integrity of NSU. 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. Specifically in Human Services, we are going to change the way in which we communicate our expectations beginning with giving instructions and explanations on how we review our students. This will alleviate the misperception of unfair grading by giving feedback, raising standards, and a mutual understanding of how students will be evaluated when participating in clinical activities.

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. We also hope to see a faster return on our clinical reports.

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 and/or other centers that we collaborate with that will give us feedback. We intend to discuss the status of student complaints in terms of frequency, patterns, grade appeals, and general complaints. We are looking to collaborate with the training director to solicit feedback and we believe that the matriculation of successful clinicians is a tangible indicator of whether we are making a difference or not.

This is when we will review our progress:

We collectively agreed that we will review our progress at the end of the semester (academically speaking) and bi-annually (clinically speaking).
2009 Student Engagement Commitment Plan

Name: Dr. Kim Durham

Report ID: 484 Rollup

Unit Name: Human Services at 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 of the highest quality. 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 and should result in a challenging but ultimately rewarding academic and clinical 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 and/or centers to meet and discuss the status of student complaints in terms of frequency, patterns, grade appeals, and general complaints. We will also solicit outside feedback and track grievances.

This is when we will review our progress:

We collectively agreed that we will review our progress at the end of the semester (academically speaking) and bi-annually (clinically speaking).