Name: Lenny Jacobskind, M.S.

Report ID: 44 Direct – 390 Rollup

Unit Name: Recruitment Services

These are the engagement items on which we will focus:

GOAL CATEGORY: Q02. I have the materials and equipment I need to do my work right.

Area of Strength:
Recruitment Services plays a crucial role in providing efficient processing of program information requested by prospective students interested in a Fischler School of Education and Human Services (FSEHS) degree. Team members are dedicated to promoting our school through supplying recruitment materials for conferences, information meetings and other events in an effort to help increase student enrollment. Recruitment Services main goal is to ensure that all prospective students receive information about our school in the most efficient way possible.

Area of Opportunity:
Recruitment Services has high quality staff cross-trained to handle all necessary job functions of in meeting the program material needs of prospective students, securing all items to perform effectively at conferences and events, and fulfilling requests from Fischler School faculty, staff, and administration as well as working with outside vendors that supply various business services. In order to meet the aforementioned responsibilities various resources and items are needed to get all tasks done. These resources and items include monies to purchase supplies for assembling and shipping materials, and easy access to various areas of the Fischler School where items are stored. Through having all essential materials and equipment, various aspects and goals of Recruitment Services to handle multiple activities will be maintained and made further efficient in positive ways.

This is what I will do to drive increased faculty/staff/administration engagement on this item:
All Recruitment Services team members will further help position the Fischler School’s name through communicating the programs and services they have to offer to students, faculty, staff, and administration with the assistance of vital materials and equipment. Team members will continue to meet and communicate with faculty, staff, and administration to be sure we are all in sync with the day to day program and school promotional material and giveaway premium needs. Attempts will be made to maintain/acquire all necessary materials and equipment which will assist Recruitment Services in meeting operational goals and Fischler School enrollment target. Furthermore, new Recruitment Services resources that are available will be disclosed to Fischler faculty, staff, and administration in a timely manner.
This is what success will look like:
Through obtaining all necessary materials and equipment for Recruitment Services, it will assist them in meeting the goals of engaging prospective students’ in the most positive ways possible which can lead to their enrollment at the FSEHS. While maintaining and acquiring necessary materials and equipment, Recruitment Services will provide prospective students with the most updated program information to better assist them in the decision making process of attending the FSEHS. Team members will strive to display the highest level of being courteous, acting professionally, and show appreciation for being recognized for the quality of service provided to students, faculty, staff, and administration. Team members will work in collaborative manner to execute requests promptly while providing the utmost care and knowledge in performing their job duties from having the materials and equipment to do their work at an optimum level.

This is how we will know we are making a difference:
Recruitment Services will know they are making a difference through continuing to obtain all the resources they need to function in the most effective and efficient manner in servicing potential students’ program material requests via mail and at conferences/events our school has an exhibit. In addition, Recruitment Services success will also be ascertained through providing services in a cordial and accommodating matter school-wide internally and externally. Our team members will also know they are making a difference through praise from their supervisor, faculty, staff, and administration which will reaffirm satisfaction from services provided.
Faculty/Staff/Administration Engagement Commitment Plan

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Unit Name: Recruitment Services

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This is what success will look like:
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