

**Unit Action Plan  
2020-2021**

Division: **Academic Affairs**

Unit: **School of Graduate, Online and Continuing Education**

Overall Themes –(2020/2021) **\*\*Inclusion, Equity and Justice and Reinvention**

**Unit Mission:**

To work collaboratively across University departments to provide quality programming to students that is responsive and accessible to workforce and community needs and delivers quality services to support agreed upon student and university outcomes.

**Vision-** To be the leading state University provider of graduate and continuing education programming and serve as a national model for state Universities.

**Goals/Outcomes:**

**Goal 1** –Strengthen and build programs and processes that align with continuous improvement practices

**Goal 2** –Improve and streamline processes to assess and support SGOCE student success

**Goal 3** – Increase regional partnerships and expand international student base

**Goal 4** – Implement a foundation to support on-going assessment and strategic planning

**Associated Strategic Plan Goals:**

**Goal 1- Strengthen Academic Programs** – Will be addressed through new program development of both non-credit and credit based options, improved assessment processes of current programs, updated program chair and faculty training resources and improved program chair communication.

**Goal 2- Promote Student Success** – Will be addressed by updating student retention reporting, assessment and developing targeted messaging for student stop-outs. Also, improved communication with SOGCE program chairs will help to improve overall student outreach. A focused effort to improve 2-year rotation updates and assist students in following a pathway towards graduation will assist matching course offerings to student course demand. In addition, a review of the student billing and payment process will be conducted to identify opportunities to streamline.

**Goal 3-Contribute to a Global and Civic Awareness** –Accomplished through international strategic enrollment planning, building new and expanding current community partnerships, growing professional development offerings, increase CPS enrollments, and incorporate equity and justice into the divisional strategic plan with identified action items and assessments.

**Goal 4-Grow and Strategically Align Resources** – Addressed by completing an assessment of all operational responsibilities to realign

	with department and University strategic priorities, review internal communication and update annual assessment processes.
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<u>Objectives</u>	<u>Performance Measures/Targets</u>
<p><b>Goal 1 Objectives</b> Refine processes for credit based program development and work to identify opportunities/improvements to support the development of more non-credit programming.</p> <p>Develop and implement an annual assessment process for each SGOCE program and program chair.</p> <p>Develop and maintain resources for GCE chairs and faculty related to processes/policies and student resources.</p> <p>Define, implement processes to support transfer/degree completion programs.</p> <p><b>Goal 2 Objectives</b> Continue to refine the online orientation process and resources for all students. Identify and implement new and improved resources to assist students taking online and remote courses, including a review of communications to these students</p> <p>Form a transfer student taskforce, identify service gaps, develop a plan to address and begin to implement and assess.</p> <p>Identify ways to include student and alumni voices in the strategic planning and process improvement work within the school.</p> <p>Conduct an overall assessment of service processes across the school including the incorporation of justice and equity service and policy and identify process improvements.</p>	<p><b>Goal 1 Performance Measures</b> Development of at least 2 new graduate options (certificates or masters), Development of at least 2 new non-credit programming and enrollment in all new SGOCE programs from 2019- 2020.</p> <p>Completed annual assesment process that has been communitied with and completed by SGOCE chairs.</p> <p>Update faculty resource website, provide all GCE faculty with a digital student handbook and create a GCE chairs training program.</p> <p>Completed plans to support and increase enrollment in degree completion programs.</p> <p><b>Goal 2 Performance Measures</b> Number of students participating in orientation, student feedback and retention of new students in the first year. Completion of an assessment of services, creation of new resources, the number of current resources that have been updates and types of updates and the completion of a communication guide and/or plan.</p> <p>A working task force with an established action plan.</p> <p>Number and type of ways in which student and alumni feedback has been gathered and included in planning processes.</p> <p>Completion of the assessment and progress on process improvements.</p>

<p>Facilitate a review of student billing and payment processes, identify gaps and propose solutions.</p> <p><b>Goal 3 Objectives</b>  Increase the number of professional development offerings.</p> <p>Incorporate equity and justice into the School’s strategic plan through programming and service.</p> <p>Continue to seek out new partnerships and expand current relationships through grant work, developing new programming or adding different types of partnerships (internships etc.).</p> <p>Continue to expand resources to support the recruitment of international students and make progress on the implementation of an Intensive English Language Institute.</p> <p><b>Goal 4 Objectives</b>  Review of staff, current tasks and support resources across GCE to assess the new school structure and identify gaps.</p> <p>Review of internal and external communication plans and make updates where needed.</p> <p>Assessment of digital learning resources for students and faculty and an alignment of services to identified needs.</p> <p>Develop an overview of programming and service changes that align with future workforce and highered trends. Make recommendations on a phased plan to move towards the most important/timely changes identified.</p>	<p>Completion of a review and plan to address the identified gaps.</p> <p><b>Goal 3 Performance Measures</b>  Number of new professional development offerings.</p> <p>A review of the number and type of activites that took place within the team related to equity and justice. Programming created related to justice and equity and the completion of an equity and justice action plan specific to SGOCE.</p> <p>Number and type of community and corporate partnerships.</p> <p>Number and type of completed activities, number of international students enrolled.</p> <p><b>Goal 4 Performance Measures</b>  Completion of the review.</p> <p>Completion of the review and number and type of updates.</p> <p>Completion of assessment and an action plan based on findings.</p> <p>Completion of the overview, phased plan and list of recommendations.</p>
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