

2022-2023
Unit Annual Report
Division of Academic Affairs
Unit: School of Graduate Online and Continuing Education

I Mission and Goal/Outcomes Statement:

Provide overall Mission/Goal Statement for your unit.

The School of Graduate, Online and Continuing Education will provide equitable, accessible, affordable, and excellent adult-learner centered programming that is personally transformative, professionally relevant, and responsive to the diverse global workforce and community needs of the North Central MA region, Commonwealth, nation and world.

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

II Personnel:

List all staff and note all personnel changes that occurred during 22-23.

<u>Name</u>	<u>Position</u>
Amber Deschenes	Assistant Director of Enrollment
Amy Tibbetts (part-time)	MBA Coordinator
Brian Schremser	Outreach and Recruitment Coordinator
Dalia Marzuca	Administrative Assistant - Extended Campus
Dani Langdon	Assistant Director of Prof Stud and Ext Campus
Denise Bertand	Administrative Assistant - Dean and SGOCE
Elena Arranz Alonso	Director of Operations
Erin Turchetta	Director of Enrollment
Jennifer Murray	Coordinator of student service/advising
Lisa Moison	Associate Dean of SGOCE
Meagan Martin	Instructional Designer
Ralph Fasano	Director of Digital Learning
Tracy McGrath	Administrative Assistant - Center for Prof. Stud

***Peter August - Assistant Director of Graduate Admissions - Peter officially reports to the Admissions Office but has a dotted line to Erin Turchetta in SGOCE.

Staff Updates

New Position -(Search in process) - Associate Director of Graduate Admissions - International Coordinator position was approved for hire in the spring of 2023 to assist the University in developing short-term and long term plans for expanding international student enrollment.

This position was approved in spring of 2023 to assist with efforts to manage the growing number of international applications for graduate programs and also assist with recruiting more international students for both undergraduate and graduate programs. We plan to have someone in this position by July 1, 2023.

Diane Fors served as an administrative assistant in SGOCE and she retired in the fall of 2021. This position transitioned to an APA position as the responsibilities changed within the role. The newly created position was Director of Operations and Elena Arranz Alonso was hired in August of 2022 into this role.

Cathy Montague also retired from her role of administrative assistant in the spring of 2022 and Dalia Marcuza was hired in September 2022 to fill this open position.

III Facilities/Equipment:

List any new facilities/equipment/software etc. acquired during 22-23.

Purchased 4 new office chairs and a table for our lobby
Signed up to use Credly digital badging for SGOCE faculty dev. initiatives in Digital Learning

IV Budget Expenditure Analysis:

Was the budget expended as planned? Were additions/changes made, and if so, explain.

There were no major changes in expenditures.

V Programs/Activities:

List major campus activities, events etc. that the office participated in/supported; committees served; community outreach; etc. List events provided to current and prospective students. Also, provide professional development of all staff.

- **SGOCE Team had a DEI workshop** in mid- August to talk about the Equity/Policy rubric and the work we are doing with Student affairs to review our SGOCE payment policies using this rubric.
- **The team had 7 discussion topics on DEI subjects** during our team meetings. We normally schedule one each month. Topics included:
 - Systemic Racism
 - Land Ownership/Acknowledgement of Land held by Indigenous American Populations
 - Honoring Diverse Traditions
 - Voting With a Disability/ Access to the ballot
 - Political movement against DEI in higher education in Florida/ Critical Race Theory

- Old North Church's Chocolate Shop and Connections to Slavery Learning from History and Creating a New Vision
- Jewish Americans in Higher Education - Impacts of current political/social climate

New and Prospective Student Events

- Hosted the following virtual events:
 - International Student Graduate Application Workshop (9/21): 132 attendees and 222 registrations
 - Graduate School Open House (10/13): 119 attendees and 281 registrations
 - Graduate Application Workshop (11/5): 32 attendees and 79 registrations
 - Total fall event attendees: 283
- Undergraduate Orientation (August 2022, January 2023)
- Graduate Orientation (August 2022): 84 attendees and 144 registrations
- Graduate Orientation (January 2023): 75 attendees and 123 registrations
- Graduate Orientation (May 2023): 20 attendees and 37 registrations

Internal recruitment events for all SGOCE programs

- Internal Recruitment Events for all SGOCE Programs
- Ask Me Anything - every second Wednesday of the month at 3:00pm
- Fitchburg State Rock the Block (September 2022)
- International Student Graduate Application Workshop (September 2022): 132 attendees and 222 registrations
- Graduate School Open House (October 2022): 119 attendees and 281 registrations
- Graduate Application Workshop (November 2022): 32 attendees and 79 registrations
- Webinar Week (November 2022, March 2023)
- Fitchburg State Campus-Wide Career Fair (March 2023)
- Graduate School Open House (March 2023): 88 attendees and 224 registrations
- Fitchburg State Graduate School Fair (April 2023)

External recruitment events for all SGOCE programs

- Eastern CT State University Grad Fair (Sept. 2022)
- SUNY Farmingdale Virtual Grad Fair (Sept. 2022)
- Work North Central Hiring Event (September 2022)
- Good Morning North Central (September 2022)
- North Central Massachusetts Congressional Luncheon (October 2022)
- Keene State Grad Fair (Oct. 2022)
- SUNY Albany (Oct. 2022)
- Rhode Island College Grad Fair (Oct. 2022)

- Assumption University Grad Fair (Oct. 2022)
- Quinsigamond CC College Fair (Oct. 2022)
- Roger Williams Grad Fair (Nov. 2022)
- UMass Dartmouth Grad Fair (Nov. 2022)
- 413 Area RA Conference (February 2023)
- Taste of Nashoba (March 2023)
- Nashoba Valley Chamber of Commerce Annual Social (June 2023)
- North Central Massachusetts Chamber of Commerce Annual Meeting and Business Expo (June 2023)

External Recruitment Events for Specific SGOCE Programs

- ACTE Best Practices and Innovations Conference (September 2022)
- ACTE CareerTech VISION Conference (December 2022)
- MAVA General Membership Meeting (March 2023)
- Massachusetts Music Educators Association Conference (March 2023)
- Massachusetts Chiefs of Police Association Annual Trade Show (April 2023)
- MATSOL General Membership Meeting (April 2023)
- MATSOL Annual Conference (May/June 2023)
- MAVA Annual Conference and Expo (June 2023)
- International Dyslexia Association Annual Members' Luncheon (June 2023)

Internal Recruitment Events for Specific SGOCE Programs

- MEd Initial Licensure Information Session (October 2022)
- Occupational/Vocational Education Information Session (October 2022, November 2022)
- Criminal Justice, MS Information Session (November 2022, February 2023)
- LPN to BSN Information Session (January 2023, March 2023)
- Fitchburg State Engineering Technology Career Fair (February 2023)
- Applied Communication, MS Information Session (March 2023)
- Fitchburg State Health and Life Sciences Career Fair (March 2023)
- Fitchburg State Law Enforcement Career Fair (March 2023)
- Dyslexia Specialist/Wilson Language Information Session (April 2023)
- English, MA Faculty Spotlight (April 2023)

Special Events

- Anthony Building Connection Events - Organized and facilitated two events to promote connections between the service teams in the Anthony Building. (Sept. and March)
- Faculty Dinner/Development - Offered an SGOCE development dinner/event in October that was focused on Academic Integrity.
- Organized an AP Luncheon and University Review/5 Yr Anniversary Meeting in October.
- Digital Learning Hosted SGOCE Faculty Development Days in August 2022.

- SGOCE Virtual Fall faculty and chairs meetings in fall 2022.
- SGOCE Chairs Meeting Focused on Navigate and Reviewing Ways to use Navigate to support SGOCE Chair work in Spring 2023.
- Hosted the Graduate Education Celebration on Monday April 3rd to distribute the SGOCE Graduate Adjunct Faculty Award and Highlight Graduate Education.
- Hosted the 5th annual Fitchburg Graduate Fair on April 5th. We had approximately 20 Universities represented and about 100 visitors came through.

University Committee Participation

ALFA Board - Lisa Moison is the University Liaison/Member

Graduate Council - SGOCE team representation - Becky Copper Glenz, Jennifer Murray as the student representative and Denise Bertrand as the notetaker

Student Success Taskforce - Amber Deschenes as the representative

Graduate Holistic Admissions Taskforce - Led by Erin Turchetta and SGOCE team participants include Brian Schremser, Amber Deschenes and Jennifer Murray

Transfer Student Taskforce - Led by Becky Copper-Glenz, SGOCE participants included Brian Schremser and Erin Turchetta

Technology Committee - Meagan Martin as the SGOCE representative

Commencement Committee - Becky Copper Glenz

MSCA Professional Development Committee - Academic Affairs Rep. - Becky Copper Glenz

Partnership/Workforce Development Taskforce - Lisa Moison, Brian Schremser and Becky Copper Glenz are SGOCE representatives

Library/IT/Disability Services and SGOCE group - Ralph Fasano is our representative

OER Committee - Meagan Martin / Ralph substitutes if Meagan is not available

ROTEL Grant Committee - - Ralph Fasano and Meagan Martin

Center for Teaching and Learning (CTL) - Ralph Fasano participates in regular meetings with the center faculty and collaborates on CTL offerings.

External Organizations

ACE MA Women's Network - Becky Copper Glenz/Board Member

Boys and Girls Club Fitchburg/Leominster - Board Member - Lisa Moison

North Central Chamber of Commerce - Communications Committee - Brian Schremser

North Central Healthcare Anchor Collaborative - Lisa Moison serves as the SGOCE Liaison and one of the University Leader Representatives

MA Healthy Aging Collaborative - Lisa is the University Representative

MA Online Consortium - Ralph Fasano is the University Representative

NC-SARA - Ralph is the University Representative

Professional Development

Regional 2022 UPCEA Conference - Erin Turchetta, Ralph Fasano, Jennifer Murray and Becky Copper Glenz participated.

National 2023 UPCEA Conference - Brian Schremser and Becky Copper Glenz Presented on “Improving Access and Student Success By Rethinking Student Billing Processes”.

National 2023 NAGAP Conference - Erin Turchetta Attended

Leadership Institute/Bridgewater State - Elena Arranz Alanso participated and graduated from the leadership program in spring 2023.

Ralph Fasano completed his Ed.D. program at Northeastern this Spring.

Lisa Moison (2022, Nov. 4). *Innovations in intergenerational programs and higher education* [Panelist]. Massachusetts Healthy Aging: Intergenerational Subcommittee Annual Meeting. [Online].

Jennifer Murray is enrolled in the MS Counseling program at Fitchburg

Dani Langdon is enrolled and continuing in a Ph.D. program

Online Learning Consortium Innovate 2023 Virtual Conference - Ralph Fasano

Massachusetts Colleges Online Virtual Conference 2022 - Ralph Fasano

UPCEA’S 38th Annual 2022 Virtual Distance Teaching and Learning Conference - Ralph Fasano

VI Action Plan for 2022-23:

(Insert your 22-23 Action Plan from last year’s report)

Planned Initiatives for 2022-23	Associated <u>Strategic Plan Goal & Strategy</u> Goal # followed by Strategy # ex: 3.2	Indicate if a DEI initiative
--	---	-------------------------------------

<p>Goal 1- Forge Innovative Paths to Knowledge Acquisition, Career Readiness, Social Mobility and Lifelong Learning - To be addressed by:</p> <ol style="list-style-type: none"> 1. Explore possibility for interdisciplinary masters degree in collaboration with the School of Arts and Sciences 2. Develop and launch a process for Investigating with department chairs and deans other opportunities for new credit based degree or certificate programs and also non-credit professional training or community enrichment programs. 3. Continue to investigate the option of adding an online Psychology bachelors program with the department of psychological sciences. 4. Explore options for additional online minors with department chairs. 5. Work with the grants office to identify opportunities for workforce or other related grant options. 	<p>Strat Goal 1 #3, #6 #5</p>	
--	-----------------------------------	--

<p>Goal 2- Become a Model Student-Ready University and Narrow the Achievement Gap. To be addressed by:</p> <ol style="list-style-type: none"> 1. Continue the work of the holistic SGOCE admissions taskforce to identify challenges and make necessary updates to communication and processes. 2. Develop a report process for SGOCE programs we will use to gather data on student success to identify gaps so we can understand and plan to address the issues. 3. Convene a minimum of 2 workshops for faculty and staff focused on DEI related topics. 4. Hold a minimum of 4 meetings a year with Career Services to review SGOCE related use of services and explore options to adding targeted workshops for SGOCE students. 5. Continue to enhance and improve the SGOCE Enrollment plan in collaboration with the admissions office and AVP for Enrollment Mgmt. 	<p>#1, #2</p>	<p>*Yes, - DEI workshops for Faculty and Staff</p>
--	---------------	--

<p>Goal 3- Be an engine of social economic, civic and cultural development in our city and establish a college-town feel around the University</p> <p>To be addressed by:</p> <ol style="list-style-type: none"> 1. Explore adding a small industry community advisory board for SGOCE with the Academic Affairs Committee. 2. Research and set-up at least 3 outreach and recruitment events in the local community 3. Work with the Center for Professional Studies to hold at least 2 new professional development related activities. 4. Review the current ALFA and University relationship and develop a long-term plan for the relationship as we consider becoming an age-friendly campus. 	<p>#1, #2, #3, #4, #6</p>	
--	-------------------------------	--

<p>Goal 4- Establish inclusive excellence, innovation and environmental stewardship as signature strengths. To be addressed by:</p> <ol style="list-style-type: none"> 1. Establish process for reporting and tracking faculty demographics to measure diversity. Set goals by program for increasing diversity in collaboration with HR and Program Chairs. 2. Work with Deans to develop an SGOCE Program Development Process and Strategic Guide to encourage programmatic innovation and new program development. 3. Develop and offer a minimum of 4 workshops for faculty development through Digital Learning. 4. Complete the updates to the online instruction certificate program and relaunch to encourage a minimum of 10 current faculty to complete the program. 5. Update the SGOCE faculty resource webpage. 6. Create and distribute an SGOCE Newsletter beginning spring 2023. 	<p>#1, #3, #4, #5</p>	<p>Yes, identify diversity status of current faculty by program. Use this info to help identify a plan for addressing gaps in hiring new SGOCE faculty.</p>
---	-----------------------	---

<p>Goal 5- Asset out distinctive value proposition and institutional learning outcomes boldly and widely:</p> <ol style="list-style-type: none"> 1. Work with Graduate Council to review the Institutional Learning Outcomes (ISLOs)and determine how they link to Graduate programs. Collaboration with SGOCE chairs to develop a final summary and recommendations for connecting ISLOs to Graduate programs. 2. Develop 2022-2023 and a 2022-2026 enrollment plan in collaboration with Academic Deans and AVP for Enrollment MGMT. 3. Connect with Alumni to develop an alumni communication plan for promotion of all SGOCE programs including non-degree/CPS options. 4. Continue working with the student billing research project. Report findings to the University community with recommendations. 	<p>#2, #3, #4, #5, #7</p>	
<p>Goal 6- Steward physical and financial resources and navigate a path to long-term organizational sustainability.</p> <ol style="list-style-type: none"> 1. Create a grid for the budget showing how proposed budget distribution aligns with the SGOCE action plan. 2. Continue with building the plan with deans and chairs to explore new programs and markets. 3. Begin an exploration of LMS systems to determine if we want to stay with BlackBoard into the future and if so, what updates we will need to plan for. 	<p>#1, #3, #6</p>	

VII Assessment Report for 2022-23

Were the Action Plan objectives met? Provide in list or table format that parallels item VI above.

<p>Planned Initiatives for 2022-23</p>	<p>Summary of Outcomes for Each Initiative</p>
<p>Goal 1- Forge Innovative Paths to Knowledge Acquisition, Career Readiness, Social Mobility and Lifelong Learning - To be addressed by:</p> <ol style="list-style-type: none"> 1. Explore possibility for interdisciplinary masters degree in collaboration with the School of Arts and Sciences 2. Develop and launch a process for Investigating with department chairs and deans other opportunities for new credit based degree or certificate programs and also non-credit professional training or community enrichment programs. 3. Continue to investigate the option of adding an online Psychology bachelors program with the department of psychological sciences. 4. Explore options for additional online minors with department chairs. 5. Work with the grants office to identify opportunities for workforce or other related grant options. 	<ol style="list-style-type: none"> 1. We did not get to the exploration of an interdisciplinary masters degree program. This is something we will move to the next year. 2. We have work to do in developing a more formalized approach to collecting faculty ideas for new programming. This is something we will work with the Provost and Deans' to cultivate moving forward. We have built into our check-in meetings with the departments/deans opportunities to talk about new program ideas. 3. The Psychology dept was not yet ready to move forward in the discussion this year but we will check back again next year. 4. We did have several discussions about the possibility for new minors and did update the list of minors available to SGOCE students as a result. 5. We secured several new grants related to Education and applied for a large DESE paraprofessional grant in spring 23.

Goal 2- Become a Model Student-Ready University and Narrow the Achievement Gap. To be addressed by:

1. Continue the work of the holistic SGOCE admissions taskforce to identify challenges and make necessary updates to communication and processes.
2. Develop a report process for SGOCE programs we will use to gather data on student success to identify gaps so we can understand and plan to address the issues.
3. Convene a minimum of 2 workshops for faculty and staff focused on DEI related topics.
4. Hold a minimum of 4 meetings a year with Career Services to review SGOCE related use of services and explore options to adding targeted workshops for SGOCE students.
5. Continue to enhance and improve the SGOCE Enrollment plan in collaboration with the admissions office and AVP for Enrollment Mgmt.

1. The holistic SGOCE admissions committee has continued to meet and has reviewed current admission policies. Recommended updates have been made with several departments to update or clarify processes.
2. We have started to build the framework for a reporting process. We expect to have this complete and in place by fall 2023.
3. We held a staff DEI workshop for the team and had 7 DEI discussion topics that we reviewed at team meetings throughout the year. We will have another workshop in the summer of 2023. Next year these will expand offerings to include SGOCE faculty.
4. We did meet with Career Services at least 4 times throughout the year to talk about services, collaborate on the student exit survey and the graduate fair. We have added more workshops and resources for grad students.
5. A SGOCE strategic enrollment plan was developed in collaboration with a number of offices and stakeholders.

Goal 3- Be an engine of social economic, civic and cultural development in our city and establish a college-town feel around the University

To be addressed by:

1. Explore adding a small industry community advisory board for SGOCE with the Academic Affairs Committee.
2. Research and set-up at least 3 outreach and recruitment events in the local community.
3. Work with the Center for Professional Studies to hold at least 2 new professional development related activities.
4. Review the current ALFA and University relationship and develop a long-term plan for the relationship as we consider becoming an age-friendly campus.

1. We decided not to pursue creating a SGOCE specific advisory board at this time. We will instead work departments and schools and already established committees as needed.
2. A number of outreach events were held including attendance at North Central Chamber, Nashoba Valley Chamber and other Industry Specific venues.
3. See activities for professional development listed under SGOCE events.
4. Continued to work with ALFA Board on planning and working toward Age-Friendly status.

Goal 4- Establish inclusive excellence, innovation and environmental stewardship as signature strengths. To be addressed by:

1. Establish a process for reporting and tracking faculty demographics to measure diversity. Set goals by program for increasing diversity in collaboration with HR and Program Chairs.
2. Work with Deans to develop an SGOCE Program Development Process and Strategic Guide to encourage programmatic innovation and new program development.
3. Develop and offer a minimum of 4 workshops for faculty development through Digital Learning.
4. Complete the updates to the online instruction certificate program and relaunch to encourage a minimum of 10 current faculty to complete the program.
5. Update the SGOCE faculty resource webpage.
6. Create and distribute an SGOCE Newsletter beginning spring 2023.

1. Worked with HR and IR to develop reports to pull this data. There are a number of challenges with data collection therefore this is one we are still working on and hope to complete in the next year.
2. We will continue working with Academic Affairs and other divisions to develop a guide that aligns with University protocols.
3. We have offered a number of workshops throughout the year through digital learning and SGOCE which are listed under events.
4. Digital Learning has updated the faculty training module and we plan to launch for fall 23.
5. Digital Learning is working on the Faculty Resource page update. We have made some updates already but they are launching a redesign in 23-24.
6. Digital Learning created a newsletter and SGOCE provided a faculty update in Fall, Spring and Summer. We plan to post an SGOCE newsletter in fall 23.

<p>Goal 5- Asset out distinctive value proposition and institutional learning outcomes boldly and widely:</p> <ol style="list-style-type: none">1. Work with Graduate Council to review the Institutional Learning Outcomes (ISLOs)and determine how they link to Graduate programs. Collaboration with SGOCE chairs to develop a final summary and recommendations for connecting ISLOs to Graduate programs.2. Develop 2022-2023 and a 2022-2026 enrollment plan in collaboration with Academic Deans and AVP for Enrollment MGMT.3. Connect with Alumni to develop an alumni communication plan for promotion of all SGOCE programs including non-degree/CPS options.4. Continue working with the student billing research project. Report findings to the University community with recommendations.	<ol style="list-style-type: none">1. We did meet with Graduate Council to discuss ISLO's. We plan to address this next year in using current ISLO's to include Graduate. We will ask for faculty volunteers to assist.2. An SGOCE enrollment plan was developed.3. We have not yet developed an Alumni communication plan. This is something we will move to 23-24.4. We completed a research study for the student billing project. We are now continuing the research with 2 national orgs, TouchNet and NACABO in 23-24.
---	--

<p>Goal 6- Steward physical and financial resources and navigate a path to long-term organizational sustainability.</p> <ol style="list-style-type: none"> 1. Create a grid for the budget showing how proposed budget distribution aligns with the SGOCE action plan. 2. Continue with building the plan with deans and chairs to explore new programs and markets. 3. Begin an exploration of LMS systems to determine if we want to stay with BlackBoard into the future and if so, what updates we will need to plan for. 	<ol style="list-style-type: none"> 1. As we build the 23-24 action plan we will include the link to budget distribution. 2. We are continuing to work on the plan for exploring new programs. 3. We have started the review of the current LMS and will include faculty, IT reps and all key stakeholders in the process.
---	--

VIII Other Accomplishments:

List accomplishments not already captured above.

- **Graduate Program Learning Outcomes (PLO)**- Followed up with SGOCE chairs to collect outstanding PLO's and prompt chairs to review existing PLO's with their department curriculum committees. Worked with the office of assessment to coordinate a workshop for SGOCE chairs on writing PLO's in August of 2022.
- **Transfer Student Taskforce**
 - Sent out a survey to all transfer students to gather information that we can compare to last year on student perceptions.
 - Taskforce was split into two groups to discuss survey results and analyze transfer student data. These subgroups met at the end of the semester to review findings.
 - A final document listing recommendations was created by the taskforce and will be presented to Academic Affairs and the President's Cabinet in the summer of 2023.
- **Honors Policy Change for Transfer Students** - SGOCE worked to successfully change the graduation with honors policy through AUC. The policy change will

now incorporate a student's prior academic GPA into the overall calculation for honors at commencement if they complete fewer than 45 Fitchburg State University credits. **This change will allow transfer students that can transfer in up to 90 credits to earn honor status at graduation acknowledging their academic success at prior institutions.**

- **MWCC/Business Pathways**

SGOCE created a promotional flyer outlining the transfer pathway for business students into our BS in Business Program and into the MBA Program. This was shared in a meeting with all MWCCC Business program administrators and the enrollment management team.

- **General Education Requirements for SGOCE Students**

- Laura Garofoli completed the FYE course designed for online UG SGOCE students.
- Kisha Tracy has completed the development of an IHIP option specifically for SGOCE students.
(Both options will be available in a 7 week online accelerated format.)
- SGOCE reviewed all general education course offerings to make sure we are offering options in all categories. A 2-year rotation was updated showing options across categories over the next 2 years.

Credit Based New Programming

- **M.S. Construction Management** - Worked with the department and School of Graduate, Online and Continuing Education gaining board and then DHE approval. We are hoping to get approval to begin offering classes in spring 2024.
- **A concentration in Community Justice** was approved at Graduate Council for the **M.S. Criminal Justice Program**. This concentration will be available in fall 2023.
- **Graduate Certificate in Artificial Intelligence**, Applied Communication Studies to begin Fall 2023
- **Graduate Certificate in Data Driven Social Media**, Applied Communication Studies to begin fall 2023
- **Production Technology Certificate** (fall 2023 launch) **Working with CPS and Engineering Technology

Non-Credit Programming

- Using Technology to Support SEI in the Classroom (Spring launch)
- Using Technology to Support Students with Disabilities in the Special Ed Classroom (Spring launch)

- Getting Started: Canva for Education (Spring launch)
- Using Artificial Intelligence: CHATGPT and Emerging Technologies to Enhance Learning
- Differentiating Instruction for Students with Disabilities in the Vocational Classroom (Spring launch)
- Advanced Placement Summer Institute (Summer launch)

Navigate

SGOCE Faculty Chair Taskforce - Guide for Using Navigate. A taskforce made up of 3 SGOCE program chairs and 3 SGOCE team members met and created a guide for SGOCE program chairs and faculty that features the uses of Navigate for advising and monitoring retention for Graduate students. The taskforce met with the SGOCE chairs and shared their findings and recommendations in the spring of 2023.

SGOCE Operations - We have updated a number of our processes to better streamline workflows. Two of these core updates relate to budget planning and SGOCE reporting. The Director of Operations has created regular meetings with the Finance Office and Institutional Research and has improved the way that we request, track, organize and analyze data. The Director has also improved the way we track and complete our budget work throughout the year. One example is that we now incorporate budget updates into our team meeting to provide more transparency about the process to all team members.

Student Billing DEI Project - Conducted a DEI audit of the student billing process for SGOCE students. Developed and launched a survey to all SGOCE students related to perceptions of the student billing and registration processes, researched 50 Universities with similar student populations and researched student billing practices. **This research was presented at the national UPCEA conference in the spring of 2023. The research was then presented to TouchNet and NACUBO and as a result we will conduct continued national research exploring the link between student billing and student retention over the next year for all student populations.** This begins with a July 2023 webinar sponsored by Touchnet. All DGCCE Deans in MA are interested in partnering to continue this research.

New and/or Renewed Partner meetings through the Center for Professional Studies

- Concord Museum—training for teachers as part of the 250th anniversary of the American Revolution - Included Christine Dee and Laura Baker

- McDonald’s Archways to Opportunity meeting -
- Landmark School in Beverly, MA
- Worcester Public Schools–Paraprofessional Training
- Including Worcester County Market Maker, Penny Doolittle, in meetings for SCOPE and Comm Corp grant help.
- Silgan Dispensing Systems, Rhode Island
- MA Teachers Association - Conference/course -August 2023
- Perkins School Cohort

CPS Grants and RFP’s

- DESE Early Literacy Instruction (two sections)
- DESE Emergency Licensure Grant–Collaboration with CES and the Lowell Public Schools in FA22 and SP23
- Submitted Paraprofessional Grant in Collaboration with School of Education - May 2023

Digital Learning

Digital Badging Project Initiated through Digital Learning

- In collaboration with a small interdisciplinary group of university stakeholders, this project’s intent is to identify impactful digital badging initiatives at FS. The creation of the RFP for the University Innovation Fund is in progress. One current initiative identified to badge is the “online learning best practices certification course” awarding faculty with a digital badge to recognize their course completion.

Creation of a Student Lead Gen Course using Coursera

- Resubmitting the RFP to the Innovation Fund: The “Social Media in the Age of Misinformation Course”. The creation of this non-credit Coursera course will serve as a lead generation tool by leveraging Coursera’s 82 million registered users. The goal of this project is to create a high-quality learning experience that is innovative in its design and delivery that showcases our faculty and Fitchburg State University as a leading competitor in online learning and in the field of Applied Communications.

Faculty Development and Course Design Initiatives:

CPS:

- **MAVA Project.** Consulted with new MAVA leader, Sheila Harrity about best practices to migrate their [F2F course to a Hybrid Learning Model](#).
- **Production Technology Certificate Program**

Sept 2022-Sept 2023- Partnering with Faculty to develop the 4-course Production Technology certificate program for online learners– [project charter](#)

Nursing BSN and Forensics Programs:

- Established 2 Custom Bb Course Designs for the Nursing programs and faculty: [RN-BSN](#) & [Forensic Nursing](#).
- Creation of custom banner art for courses: [Banner Art1 Example.png](#) [Banner Art Ex 2.png](#)
- Integration of Custom Bb Course Designs in [8 Nursing Courses](#) for Jan 2023 term start. 8 more are slated to complete by Jan 23 term B start.

MBA:

- Created the "Preparing Your Online Course in Blackboard" course template, a Customized course resource that enables MBA faculty to quickly build a course by leveraging “just-in-time learning resources” in Bb that promote consistent course design principles with MBA-specific guidelines, course facilitation best practices, and customization.

EDU

- Created the "Preparing Your Online Course in Blackboard" course template, in Customized course resource that enables EDU faculty to quickly build a course by leveraging “just-in-time learning resources” in Bb that promote consistent course

LMS Assessment Project Initiated through the Center for Teaching and Learning

- In collaboration with a small working group within the CTL, the LMS assessment project outlines a systemic approach to assessing how the LMS is meeting the needs of its users to support student learning. This year-long project is expected to conclude by 2024 and will surface LMS recommendations based on rationale surfaced by faculty and student feedback.

IX Action Plan 2023-2024: [See link to action plan](#)

Updates to the Action Plan may be submitted via a revised Annual Report.

X Reflection:

Our key areas of focus for next year focus on building a foundation to support the future of SGOCE, maintaining and growing enrollment, continuing our diversity, equity and inclusion work and working towards excellence and innovation.

We will carry out this focus by improving our assessment and reporting practices, updating and evaluating our faculty and student support services, maintaining an enrollment plan that is accessible to key stakeholders, that is collaborative in its development and responsive to a changing market. We will get to the excellence and innovation components through assessment, focusing on research, participation in a larger community of practice for adult and graduate programs, looking at program development and trying new initiatives where possible.

Next year we will also transition the annual graduate fair event over to Career Services where it will be managed moving forward. We are proud of the work that went into creating this event and making it an annual tradition at the University. The Graduate Fair is not just about promoting Fitchburg graduate programs, it is about introducing our undergraduate students to graduate education and sharing with them different opportunities from various Universities. Graduate Education can be a wonderful way to create future pipelines of faculty, researchers and content experts in a variety of

fields at a national and global level. This is the first exposure for some students to the possibilities that graduate education can provide. We know that Career Services will do a wonderful job and sharing the value of graduate education with our undergraduate students and they will be able to provide more support to students who that have career related questions or want to pursue graduate education beyond Fitchburg. Career Services will collaborate with us on this event moving forward.

We also hope that the Adjunct Graduate Faculty Award can be given out at the Annual Faculty Development Day in Spring with the other faculty awards. This means we will need to reinvent what we do for Graduate Education Day/Week in April. We did not discuss this in our action plan but this is an event we will work on revising and revamping for next year.

