**Unit Action Plan**

**2019-2020**

Division: **Academic Affairs**

Unit: **Graduate and Continuing Education**

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| **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. |

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| **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 GCE 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, supporting the improvement and creation of program development processes, updating policies and developing support resources.**Goal 2- Promote Student Success** – Will be addressed through the continuous student assessment iniatiaves, improving student on-boarding processes, pro-active advising techniques to address retention and the updating of student student communication processes.**Goal 3-Contribute to a Global and Civic Awareness** –Accomplished through international strategic enrollment planning, creating awareness of GCE programs and establishing and strengthening regional partnerships and implementing community engagement plans.**Goal 4-Grow and Strategically Align Resources –** Addressed by aligning processes and daily work with divisional and university strategic plans, prioritizing program development projects and work with academic departments to implement and carry out annual program assessments |

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| **Objectives****Goal 1 Objectives**\*Develop processes for program development, prioritize program development initatives and work to establish incentives. \*Identify and operationalize opportunities to expand or build on additional student pathways to existing programs. \*Develop and maintain resources for GCE chairs and faculty related to processes/policies and student resources.\*Define, implement processes to support transfer/degree completion programs. **Goal 2 Objectives**\*Review student service assessment data and processes to identify gap areas and develop plans of action to address. create a continuous improvement model of service.\*Define, track, analyze student success goals by program in collaboration with the academic chairs/deans.\*Implement retention strategies to assist with goals including pro-active advising.\*Work with career services and alumni for career connections and tracking.**Goal 3 Objectives**\*Work with International Services to build more pathways for international students and create specific enrollment goals. \*Create greater awareness of ALFA, Graduate, CE and Degree Completion programs.\*Coordinate and expand community partnerships related to GCE programming (Credit and Non-Credit).\*Define, implement and assess community outreach roles.**Goal 4 Objectives**\*Create a process for conducting on-going market research and build program development resources/processes to support efforts. \*Increase professional Development/Non-Credit Option in Fields outside of education to align with community need.\*Streamline processes/policies related to GCE marketing, recruitment, admissions, service, community outreach and enrollment planning.\*Bring visability to the digital learning department and increase training and resources available to faculty from the digital learning department. | **Performance Measures/Targets****Goal 1 Performance Measures**\*Developed processes and guidelines for program development and the number of new programs developed, current programs revised or programs in the development stage.\*Development of at least 1 additional 4+1 programs by the end of 2020, 2-3 new non-credit options and completed plans for at least 2 new credit based programs over the next 3 years.\*Update faculty resource website, provide all GCE faculty with a digital student handbook and create a GCE chairs training program.\*Completed plans to support and increase enrollment in degree completion programs.**Goal 2 Performance Measures****\***Completion of the Noel Levitz Survey to locate Gap areas, and measure if there are any changes since the previous survey.\*Completion of shared student success goals for each academic program, and established tracking processes.\*Determine retention rates for each GCE program prioritize outreach by program based on these rates and implement outreach strategies for students.\*Integration of career and alumni services into GCE enrollment processes.**Goal 3 Performance Measures****\***Number of additional recruitment initiatives focused on international audiences\*Completed enrollment goals for all student populations (ALFA, Graduate, Undergraduate, Non-Credit, Exended Campus.)\*Number and type of community partnerships\*Number and type of Exended Campus partnerships\*Survey of the campus community related to the functions of GCE\*Annual Assessment report of community outreach roles **Goal 4 Performance Measures**\*Developed process for conducting market research\*Creation of new program development resources\*Number of new non-credit options in fields outside of education\*Type of process improvement updates**\***Number of digital learning training and resources created and the number of faculty participants\*Creation of annual enrollment goals and outreach plans |