

**2017-2018**  
**Unit Assessment Report**  
**Division: Academic Affairs**

**Unit: GCE**

**I Mission and Goal/Outcomes Statement:**

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

**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.

**Summary of Goals**

**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

Overall GCE sought to clarify roles, align daily work and new projects with University goals and priorities, streamline processes and begin building a foundation to support growth in key areas including recruitment and program development.

**II Personnel:**

**Administrative Staff**

<b>Name</b>	<b>Position</b>
Becky Copper-Glenz	Dean
Brian Bercier	Associate Dean
Lisa Moison	Director
Nicole Chelonis	Director
Marylyn Gainan	

**Support Staff**

<b>Name</b>	<b>Position</b>
Marylyn Gainan	Staff Assistant/Coordinator of Academic Advising
Nicole Chelonis	Staff Assistant/Retention Coordinator
Danielle Langdon	Staff Assistant/Center for Professional Studies Coordinator

Sonya Prince	Administrative Assistant II
Diane Fors	Administrative Assistant II
Cathy Montague	Administrative Assistant
Tracy McGrath	Clerk IV

### **Personnel Changes**

\*Marylyn Gainan – Job Description was officially updated to reflect current job responsibilities

\*Amber Deschenes- Job Description was officially updated to reflect current job responsibilities

\*Lael Lavery resigned her position as Administrative Assistant II in February and was replaced by Diane Fors in April

\*Nicole Chelonis was hired and promoted to the role of Director of Digital Learning

\*\*There is now an open position that is being advertised to backfill Nicole’s position as coordinator of distance education and the title has changed to Digital Learning Designer.

\*\*There is also a request for a new Staff Assistant/Retention Coordinator that would focus on degree completion recruitment and pre-advising.

### **III Facilities Equipment:**

\*Implemented Marketplace software for Center for Professional Studies

\*Partnering with IT to Implement Quick Start Software. IT is covering the cost of hiring a consultant to assist. This new software will assist with registration for non-degree seeking students. This will be implemented by fall 2018.

### **IV Budget Expenditures Analysis:**

\*There were no major budget changes took place over the last year.

\*Academic Partnerships – Since we just completed our first year with AP we are still closely tracking to get a better sense of costs/projected revenue. Overall AP revenue has added significantly to the overall budget.

### **V Action Plan for 2017-2018:** See Attachment A

### **VI Programs/Activities:**

- Quick start implementation to be completed by fall 2018 for non-degree seeking registration.
- Guaranteed Admission Agreement – lead the development and implementation of the first guaranteed admission agreement with MWCC.
- Exploring new programming options for degree completion, graduate and non-credit programming.
- Implemented and working on an outreach and recruitment plan for each GCE program and will continue to work with departments to set enrollment goals and develop and

refine the outreach plans to help meet the enrollment targets in collaboration with the marketing department.

- GCE conducted a student service satisfaction survey and will share the results and gather feedback from the University community in fall 2018. Action steps will be determined after the feedback from the University community has been collected.
- On-going program webinars for prospective students, facilitating two information sessions, ac campus based orientation and a graduate fair.

### **Events for Current and Prospective Students**

August 2017 Information Session

August 2018 New Student Orientation

Winter Commencement

February 2018 Graduate Fair

Spring Commencement

### **Faculty Focused Events**

Fall 2017 Chairs Breakfast

Spring 2018 Chairs Breakfast

**VII Accomplishments 2017-2018:** See Attachment B

**VIII Assessment Report:** See Attachment B

### **IX Future Directions**

- A. **At least two guaranteed admission agreements will be completed in 2018 for the business administration program** with area community colleges.
- B. **Revise the Portfolio Assessment process** by the end of 2018 to use as a promotion for degree completion programs.
- C. Add **at least one additional degree completion GCE program** option by the end of 2018.
- D. A **partnership with AUIA as an extended campus partner** beginning with one program in Shanghai, China with opportunities to expend elsewhere. The NEASC application is in progress to see if we can get approval to offer the courses/program. This will assist with Goal 3.
- E. **Building 4+1 options.** The department will work on building at least 2 new 4+1 options by the end of 2018 beginning with the MBA program.
- F. Working with the Counseling program to explore the **possibility of seeking CACREP accreditation** and also looking at possible additional concentrations/related programs in areas such as addiction studies.
- G. Working through the Center for Professional Studies to **increase regional partnerships and provide more short-term non-credit programming** in the region.

- H. **Exploring new program ideas in collaboration with academic deans, chairs and faculty** in areas such as health service, health management, leadership, aging services, communication studies redesign of the masters degree, degree completion in psychology.
- I. Exploring the development of a **Professional Science Masters degree program** in collaboration with several academic departments/divisions
- J. Implementing a **new streamlined process for course scheduling** within GCE to better align tasks/duties with the academic departments and utilize the two-year course rotations as the key resource/guide in course planning to allow for improved planning, student advising and less administrative work.
- K. **Increasing the number of recruitment based activities** that take place throughout the year to promote graduate and CE programs to include email blasts to different audiences, visits with local employers and community college leaders.
- L. **Developing a University certificate program for faculty who wish to or currently teach online.**
- M. Working in collaboration with disability services, IT and others **to develop a plan for meeting the compliance and access needs for online and digital based learners.**

**X Supplemental Information:**

See GCE attached Strategic Plan Documents: Attachment C