

## Introduction

The primary purpose of the President's Office is to work in concert with the Academic staff, students, and community to continually develop and enhance the educational opportunities provided by Cal Poly Pomona University. It is the responsibility of the President to foster the University's commitment to its polytechnic philosophy of learn-by-doing.

## Programs

After review of activities of the President's office five areas have been identified as "programs."

**Table 1: Programs within the Office of the President**

<b>Program</b>	<b>Function</b>	<b>Purpose</b>
Administrative Operations	Institutional Support	Managing the day to day operations of the Office of the President including budget, personnel, scheduling and senior executive search committees
Commencement	Constituent Relations	Provide administrative support, logistics and funding to the annual university Commencement
Executive Travel	Institutional Support	Managing the travel requirements of the President
Ombuds Office	Institutional Support	The Ombuds Office offers confidential, neutral, independent and informal assistance in resolving issues, problems or concerns to all members of the Cal Poly Pomona campus, students, faculty, staff, and administrators.
Special Events	Constituent Relations	Provide budgeting and staff support for a number of campus and development events including Fall Conference and special events at the Manor House

## Survey

A set of standardized questions developed by the task force is being used to elicit responses that will help to provide a better understanding of the five identified programs in the President's office.

**Table 2: Standardized Questions**

1.	How does this program establish measurable outcomes?
2.	How does this program measure its success?
3.	What type of assessment tool would you use to review this program?
4.	How would assessment modify activities for continuous improvement?

5.	How does this program engage the entire campus community by intentionally creating opportunities for collaboration
6.	How does this program address staff requirements and other responsibilities?
7.	How does this program recognize and reward?

## Programs within the President's Office

### ***Administrative Operations***

The administrative operations of the President's Office have outcomes that are measured by the completion of daily tasks using deadlines imposed by the Executive Assistant, the Budget Office, Appendix 14 for searches, personnel evaluation deadlines set by HR, and other daily/monthly/yearly tasks as required.

The success of the President's Office administrative operation is based on the efficiency of task completion so that the President is prepared for his many meetings, responses are sent in a timely manner to meet deadlines, and the office runs smoothly and efficiently. Every three years an external evaluation of the President's Office is conducted by the Chancellor's office. Additionally, many functions of the office are audited.

Administrative operations are task oriented. An evaluation of the accuracy, efficiency, and timeliness of completion of these tasks would be useful in the critique of this program and might determine areas of duplication of effort. A tool to evaluate the satisfaction level of those interacting with the President's Office would also be helpful

The President's Office, by virtue of its centrality to the management of the University, collaborates with all areas of the university community, including faculty, staff, students, administrators, parents, alumni, donors, and other members of the local, system-wide, national and international community. Activities are specifically designed to engage these entities.

The President's Office encourages the office staff to participate in university activities and to take professional development classes. Procedure manuals have been developed to facilitate cross-training of staff members on the intricacies of each job's requirements.

The President's Office continually recognizes and rewards staff members in the office through informative meetings, social gatherings (both inside and outside of the office), and incentives for growth, salary increases, and job advancement. This office makes a serious effort to promote from within and create a career path for staff.

### ***Commencement***

Commencement is designed to celebrate the culmination of a students' academic career and his/her passage to a career or further study. The measurable outcome is the continued connectivity to the university by its graduates and the sense of fulfillment by the faculty and staff.

The success of Commencement is measured by the satisfaction of the students, faculty and staff who participate, and is assessed using a survey that is sent to the students who participate. The results of the survey are very helpful to those who plan and execute the events associated with Commencement. Example: students have indicated that a guest speaker is not necessary; therefore, most of the colleges have removed guest speakers from the program.

Large events such as Commencement are historically collaborative events which involve faculty, staff, administrators, and students along with parents and members of the community. Commencement is also an opportunity for the colleges and divisions to join forces to make this event memorable for the students and their families.

There is a set of procedures in place for protocol when it comes to the requirements for Commencement. The staff are trained and instructed each year on how to follow through on these set requirements.

The purpose of Commencement is to congratulate, recognize and honor the student graduates of Cal Poly Pomona.

### ***Executive Travel***

It is imperative that the President spend much of his time traveling to various meetings and conferences to promote Cal Poly Pomona to students, parents and donors. The outcome of his travel schedule is determined by the exposure the university receives and the contacts and knowledge he gains and imparts while traveling.

The success of the President's travel is measured by the numbers of programs the university is engaged in, the development dollars raised, the funds that are raised for the university through grants and gifts, and the recognition acquired which is the direct result of his personal appearances.

A review of the President's travel in relation to the campus mission would be one method of assessment. Utilizing evaluations of presentations made, funds raised and publicity received would provide additional data to assess this activity.

Since the President's time is very limited, the best use of his available time for travel is imperative. An assessment of his trips would provide insight into how we can improve his use of travel time so as not to duplicate his efforts or the efforts of others on campus. A ranking for public appearances – prioritization – would also be valuable in modifying this activity.

Many of the president's trips provide excellent opportunities for collaboration, including his travel overseas to promote exchange programs and fundraising, travel to collaborate with the other presidents and the chancellor, and his travel for the various professional leadership and community service organizations that promote partnerships. Travels often produce opportunities for faculty and students to become engaged.

There is one person in the office devoted to scheduling and coordinating all of the President's travel, both domestic and overseas.

The president travels to many destinations to honor faculty and staff who receive awards and to underrepresented groups, alumni and donors who have contributed to the success of the university.

### ***Ombuds***

The Ombuds office keeps data on all visitors as to time, gender, department/division, and the general issue and if the problem(s) has been resolved, referred, or is pending. There are also those who come just to "vent." Preventative workshops are conducted for faculty, students, and staff.

Success of this program is measured by the number of visitors, the percent of issues resolved and workshops presented.

An evaluation form for the visitors has just been completed. For the first weeks of operation, only oral responses were available. After each workshop, participants have provided evaluations which have been positive.

Based on the response to previous workshops, additional workshops on developing a syllabus and conflict management have been developed. These latest workshops indicate that the campus community wishes to have training in mediation and negotiation. Faculty would like workshops about classroom incivility. Those workshops will be developed and offered. Once the evaluations are in place, we will modify the program to benefit the visitors.

We engage the attendees at the workshops and create scenarios to encourage collaboration which looks at the bigger picture of issues and problems.

The office provides staff with an opportunity to vent, discuss, and evaluate options for their personal issues relating to the work environment. The office provides ideas for better communication skills.

The reward for the office is the thanks from our visitors. The reward for the campus is a better campus climate due to better communication skills and training.

### ***Special Events***

Special events hosted by the President's Office are designed to encourage the faculty, staff, student, and external constituencies to gather together in the hopes of engaging these groups to be a part of the "family" of Cal Poly Pomona. The outcomes are established through increased enthusiasm and connectivity which in turn creates an environment more conducive to learning and greater collegiality. Anecdotal measures are used to evaluate the impact of events while data gathered is debriefed and changes are noted for the next event.

The success of a special event hosted by the President's Office is measured by the collegiality and goodwill promoted by such an activity. This goodwill, in turn, translates into a better understanding of the university community through dialogue and social interaction. The positive effect the event has on morale is tracked through feedback from participants and input from the Ombuds Office.

Currently, a review of the event is conducted by the staff involved in the event. This review, combined with comments from those attending the events, provides an informal evaluation of the event. A survey, focus group or evaluation tool to evaluate the events hosted by the President's office would be useful to critique the program. The President's Office currently uses the ACTOne database to record all events hosted by the President.

Should events overlap or conflict with another Division's activity, this assessment would be helpful in modifying or discontinuing the activity. Conversely, if there is a constituency not represented, an event could be developed to include that particular group.

Large events such as Fall Conference are historically collaborative events which involve faculty, staff, administrators and students. Smaller events, such as receptions and dinners at the Manor House, vary and many times offer the opportunity for the faculty to interact with staff or the students to interact with administrators.

In order to engage staff in the sense of community on campus, it is important to note that their involvement in these special events is of major importance. The members of the staff community are very important to the success of this institution, and involving them in campus events is critical to building morale and strengthening commitment to the university.

The most critical component of special events is the recognition and reward of our faculty, staff, students, donors and members of the community. One of the purposes for hosting such events is to thank, congratulate and recognize those who have contributed their time, money, and efforts to the betterment of the campus. Those engaged in the planning and delivery of these activities are also recognized publicly as well as personally.