

**PRESIDENT'S OFFICE  
UPDATE – BECOMING A LEARNING CENTERED UNIVERSITY  
FEBRUARY 2008**

**ADMINISTRATIVE OPERATIONS**

**February 2008 Update:**

**Each staff person reviewed their job description. During department meetings, staff discussed how their jobs were impacted by time constraints, areas where they felt their talents could be put to better use, and goals to increase efficiency in the office.**

1. How does this program establish measurable outcomes?

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.

2. How does this program measure its success?

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.

3. What type of assessment tool would you use to review this program?

An evaluation of the President's office would be a useful tool to critique the program.

4. How would assessment modify activities for continuous improvement?

An evaluation of the daily activities of the President's Office would help to determine the efficiency of the office and eliminate any duplication of effort.

5. How does this program engage the entire campus community by intentionally creating opportunities for collaboration?

The President's Office collaborates with all facets of the university community, including faculty, staff, students, administrators, parents, alumni, donors, and other members of the local, systemwide, national and international community.

6. How does this program address staff requirements and other responsibilities?

The President's Office makes great strides in addressing staff requirements by encouraging the office staff to participate in university activities and encouraging them to take self-improvement classes. Procedures manuals have been developed to train staff members on the intricacies of each job requirement.

7. How does this program recognize and reward?

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.

## SPECIAL EVENTS

### February 2008 update:

**A Procedure Manual for Events has been completed. Included in this manual are checklists for many of the events which assist the office staff in the efficient and successful completion of each event. The procedure manual ensures that everyone in the office is aware of everything that must be done, and in the event of unexpected illness or absences, any office staff person can step in to assist in the coordination of the event.**

1. How does this program establish measurable outcomes?

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.

2. How does this program measure its success?

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.

3. What type of assessment tool would you use to review this program?

A survey or evaluation of the events hosted by the President's office would be a useful tool to critique the program. The President's Office currently uses the ACTOne database to record all events hosted by the President.

4. How would assessment modify activities for continuous improvement?

Should an event overlap with another event 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.

5. How does this program engage the entire campus community by intentionally creating opportunities for collaboration?

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.

6. How does this program address staff requirements and other responsibilities?

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.

7. How does this program recognize and reward?

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 of hosting such events is to thank, congratulate and recognize those who have contributed their time, money, and efforts to the betterment of the campus.

## **TRAVEL**

### **February 2008 Update:**

**The office is keeping a running record of the President's trips and travel destinations for future reference and to keep track of the agreements, collaborations and MOUs signed as a result of his appearances. Trips are now being planned back-to-back rather than separately in order to make better and more efficient use of his time and travel money.**

1. How does this program establish measurable outcomes?

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 while traveling.

2. How does this program measure its success?

The success of the President's travel is measured by the numbers of programs the university is engaged in, the development dollars raised for the university by his presence, and the publicity acquired which is the direct result of his personal appearances.

3. What type of assessment tool would you use to review this program?

A review of the President's travel schedule would be useful to critique the program.

4. How would assessment modify activities for continuous improvement?

Since the President's time is very limited, the best use of his schedule 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.

5. How does this program engage the entire campus community by intentionally creating opportunities for collaboration?

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.

6. How does this program address staff requirements and other responsibilities?

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

7. How does this program recognize and reward?

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 OFFICE**

1. How does this program establish measurable outcomes?

The office keeps data on all visitors as to time, gender, department/division, and the general issue and if the problem has been resolved, referred, or pending. There are also those who come to "vent." We conduct preventative workshops for faculty, students, and staff.

2. How does this program measure its success?

We measure success by the number of visitors and the percent of issues resolved and workshops presented.

3. What type of assessment tool would you use to review this program?

We developed an evaluation for the visitors. **However, very few are returned.** There are evaluations of all workshops which have been positive. **We are working on using comparative data with other CSUs.**

4. How would assessment modify activities for continuous improvement?

More workshops on developing a syllabus and conflict management were presented based on previous workshops. The latest workshops indicate that members of the campus community wish to have training in mediation, negotiation, **and team building**. Once the evaluations are in place, we will modify the program to benefit the visitors.

**Student workshops include conflict management, advising, and assertiveness.**

**Using comparative data from other CSUs would give us some benchmarks for marketing the office and learning new methods to assist our visitors.**

5. How does this program engage the entire campus community by intentionally creating opportunities for collaboration?

**Our office is confidential, therefore collaboration is not used by the office on a daily basis.**

**The office provides mediation for members of the campus community.**

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

6. How does this program address staff requirements and their other responsibilities?

Staff members have the opportunity to vent, discuss, and evaluate options for their personal issues relating to the work environment. The office provides ideas for better communication skills. **We offer workshops in collaboration with human resources.**

7. How does this program recognize and reward?

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.

## **COMMENCEMENT**

### **February 2008 Update:**

**Dr. Claudia Pinter-Lucke just took the lead of Commencement in January of 2008, and from a beginner's perspective has no updates or changes to the current plan.**

1. How does this program establish measurable outcomes?

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.

2. How does this program measure its success?

The success of Commencement is measured by the satisfaction of the students, faculty and staff who participate.

3. What type of assessment tool would you use to review this program?

A survey is sent to the students who participate.

4. How would assessment modify activities for continuous improvement?

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.

5. How does this program engage the entire campus community by intentionally creating opportunities for collaboration?

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.

6. How does this program address staff requirements and other responsibilities?

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.

7. How does this program recognize and reward?

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