**Northern Michigan University**

**OUTCOMES ASSESSMENT PLAN/REPORT FORM**

**Administrative or Educational Support Unit**

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| Name of Department or Unit | | Grants & Research | | | |
| This document is the | 🞎 PLAN or 🗹 REPORT for July 1, 2011 to June 30, 2012 | | | Date Submitted: |  |
| Submitted by (Unit Representative) | | | Erica Franich (the Plan submitted 8 SEP 2011 submitted by Andrew Smentkowski) | | |

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| **Department or Unit Mission Statement: Was this mission statement revised this year? Yes \_✓\_ No** |
| The mission of the Grant and Research Office is to bring integrity, clarity, and ease to the research, grant seeking, and grant administration processes at Northern Michigan University.  The successful execution of our mission serves to increase the levels of independent scholarly research, programming that builds campus-community connections, and opportunities for students to develop critical thinking and leadership skills. |

**Functions within the University:**

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| In addition to being part of NMU’s continuous improvement process, outcomes assessment plays a direct role with the AQIP Systems Portfolio (100-page document submitted every four years). To increase awareness and help gather Portfolio information, **please type “X” for all AQIP categories directly related to your unit’s core mission**. Some functions appear in more than one category. This is a first round collection of this information so do the best you can with the selection; if you want help, ask S. Poindexter. (Note: this section of the form is short-term; it will be deleted once functions have been mapped between units and the Systems Portfolio.)  **🞎** AQIP Category 1: Helping Students Learn documents the curricular and co-curricular processes and student learning support.  **✓** AQIP Category 2: Accomplishing Other Distinctive Objectives documents the key non-curricular functions by which NMU serves the region, e.g. community engagement initiatives of students and employees, and department outreach.  **🞎** AQIP Category 3: Understanding Students’ and Other Stakeholders’ Needs documents how NMU builds relationships with students, alumni and employers and identifies, targets and meets their needs.  **🞎** AQIP Category 4: Valuing People documents NMU personnel recruitment, training, satisfaction, services and programs.  **🞎** AQIP Category 5: Leading and Communicating documents processes that guide NMU in setting directions, making decisions, seeking future opportunities, and communicating decisions and actions.  **🞎** AQIP Category 6: Supporting Institutional Operations documents student and administrative support services, safety, and facilities.  **🞎** AQIP Category 7: Measuring Effectiveness documents IT systems and institutional research NMU employs to collect, analyze, and distribute, and how departments use them to manage improvement, e.g. use of charts, “cubes,” dashboards.  **🞎** AQIP Category 8: Planning Continuous Improvement documents NMU’s strategic and administrative planning processes.  **✓** AQIP Category 9: Building Collaborative Relationships documents how NMU works with external organizations from which we receive students (school systems) or goods and services (vendors and utilities), send our graduates (schools and employers), and support or regulate our programs (agencies).  (A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document tab.) |

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| **Administrative Objective #1** *(State an ongoing goal by which the unit gauges its overall performance in a key role year after year, i.e. your “bottom line” measure.)* |  | **Means/Evidence of Assessment for Objective** *(Describe the statistic or criteria that measures success in achieving this goal. What is the desired and/or minimum target you expect*? *What method is used to collect the data for the statistic*?) |
| Increase our interaction with faculty and staff members who have not yet submitted for external funding from the current average of six per year to ten per year. The criteria for “new customers” is faculty/staff who have yet to submit for external funding. This information is tracked in our annual report. |  | This objective will be achieved by integrating a prospect research Web form into our Website that allows faculty to submit information about projects that they are seeking funding for. The timeline for instituting the specific project is as follows:  a. Seek approval from the Communications office of the Web form (done).  b. By Oct. 15, develop a draft of the questions for the Web form.  c. By Nov. 15, the Web form will be live.  d. As soon as the Web form is live, promote it via e-mail and our home page.  e. Track input on a daily basis via e-mail notifications.  Our office will then use this information to perform a prospect search of funders and generate a report of our findings. Upon completion, we will meet with the faculty member to explore the best options. |
| **Summary of Data Collected** *(Provide trend data and summarize)* |  | **Describe how results were used to improve services** |
| Change in staff and leadership in the Grants & Research Office challenged efforts in 2011-2012 (FY2012) to meet objectives set in the 2011 report. It is unclear as to the stage of development of this form but it was never integrated into the website or used to meet goals listed. |  | A complete turnover in staffing in the Grants & Research Office has led to the need to re-evaluate current status and upcoming goals. Services remained static through much of FY2012. |
| **Administrative Objective #2** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Means/Evidence of Assessment for Objective** |

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| *Objective* : Reduce the amount of time devoted to securing signatures for our Internal Transmittal Form process. (This form must be filled out and signed before a request for external funding can be submitted. On average, each form requires five signatures and as many as nine.)  *Rationale (Why you are setting this objective; mark with “X”)*:  Effectiveness/quality action X Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain):  *Does this objective relate to a Road Map goal? (Refer to last page for the Road Map goals). If yes, type the related Road Map codes here*:  I-4, CA-4, and CE-4 |  | *Describe timetable plans to achieve objective*.  a. By September 15, choose a software tool that will allow us to complete the form using electronic signatures.  b. By October 15, revise the internal transmittal form so that it can be integrated into our Website.  c. By October 22, develop a new internal transmittal form policy and procedure based on the capabilities of the software and its integration into our Website.  d. By October 29, integrate the revised form into our Website and begin using electronic signatures to complete the Internal Transmittal Form process.  *Beyond completing the above steps, how will you judge whether the objective was a success?[[1]](#endnote-1) Examples: If the rationale was Efficiency/cost, what is the desired and/or minimum target criteria for savings in time or cost? If the rationale was Satisfaction, what is the measure and what increase is desired*?  A Survey Monkey questionnaire will be developed and utilized in May 2012. The survey will explore the following questions:  a. Did the new process allow faculty and staff to secure signatures from their Dept. Heads, Deans, and Vice President when those people are out of town?  b. Did the signees feel like the new system allowed them a more efficient means of getting at the data they need to review an Internal Transmittal Form.  c. Did the faculty and staff who initiated the Internal Transmittal Form feel like the system offered a more efficient means of completing the process. |
| **Summary of Data Collected** (*Summarize the evidence)* |  | **Use of Results to Improve Unit Services** |
| 1. An online tool was chosen: RightSignature, <https://rightsignature.com/>. It is not a software system but an online add-on that utilizes software generally already installed on computers. 2. A new internal transmittal form was created. Use for sponsored project submission approval was initiated but the form was not integrated into the website. The old form, which is no longer used, remains on the website 3. A new system was initiated to utilize the RightSignature through the Grants & Contracts Office. It was used for internal approval of application submissions but was not integrated into the G&C website. 4. Electronic signatures are used, via RightSignature, to complete the transmittal form, however this process does not involve the G&C office. Notifications are sent via email and the process is completed through the online system. |  | The survey was not conducted due to departure of previous director. The electronic signature system was integrated, however, but formal written policy has not been completed or made public regarding its use. There is university policy that a transmittal form must be signed by appropriate representatives include project PI, his/her department head and dean, Kathy Frazier (Controller’s Office), and NMU Authorized Organizational Representative (Brian Cherry). Electronic signature system seems thus far to be effective but formal feedback has not yet been gathered outside of input from some users that they are unfamiliar with the process. Information about the process will be included in the future in workshops and other training activities offered to faculty regarding sponsored project submissions. |
| **Administrative Objective #3** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Means/Evidence of Assessment for Objective** |
| *Objective*:  *Rationale (Why you are setting this objective? Mark with “X”)*:  Effectiveness/quality action Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain):  *Does this objective relate to a Road Map goal? (Refer to last page for the Road Map goals). If yes, type the related Road Map codes here*: |  | Describe timetable plans to achieve objective.  a.  b.  c.  etc.  *Beyond completing the above steps, how will you judge whether the objective was a success*?1 |
| **Summary of Data Collected (**Summarize the evidence) |  | **Use of Results to Improve Unit Services** |
| See Summary for Objectives 1&2 |  | New staff- see Summary. |

Many service units already use an evaluative measure and this approach is now more common in assessment theory– not everything we try works out the way as hoped and creating a target and/or success/bail out threshold is appropriate. In cases where this is a new approach for a unit, in the 2011-12 Plan consider how you *might* measure the added value of an objective; however, it is not yet a requirement. The OA committee will provide suggestions in its feedback for this year. During the year, dialogues, additional resources, one-on-one meetings and/or seminars will be held to evolve our OA process.

**Road Map Codes to Tie to Unit Objectives**

Some unit objectives may address specific operational issues. Other unit objectives are strategic initiatives that align with goals in the University strategic plan - Road Map to 2015. These latter unit objectives are potential AQIP Action Projects – giving a little more recognition to unit efforts. Listed below are Road Map categories and goals, preceded with a code. Use these codes when describing Objectives #2 and #3. (Note: Even if your objective is not an exactly itemized as a Road Map priority, still use the code if it applies to that goal.) The full Road Map is at [www.nmu.edu/roadmap2015](http://www.nmu.edu/roadmap2015).

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| ***Road Map to 2015 Goals*** | |
| ***Code*** | ***Innovation Goals*** |
| **I-1** | Balance successful programs with new offerings |
| **I-2** | Professional development program that rewards innovation and collaboration |
| **I-3** | A growing portfolio of corporate collaborations that exploit NMU’s technical expertise, enhance academic programs and facilitate global engagement for students and faculty both on campus and abroad |
| **I-4** | Develop the financial resources to support innovation and student success |
|  | ***Meaningful Lives Goals*** |
| **ML-1** | A Liberal Studies Program that provides students with the abilities and knowledge necessary for lifelong learning and effective citizenship in a challenging and rapidly changing world |
| **ML-2** | Develop a new academic advising system that integrates the advising assets of academic departments and student services to contribute to a new, effective retention management network—similar to our enrollment management network |
| **ML-3** | Integrate the highest possible level of information technology skills and competencies throughout the university |
|  | ***Campus Attributes Goals*** |
| **CA-1** | Utilize the Campus Master Plan and related initiatives to continue to build and develop a greener and more learner-centered campus |
| **CA-2** | Enhance processes throughout campus operations to guide the use of resources and inform resource allocation |
| **CA-3** | Enhance the portfolio of academic programs, research and other activities that leverage the university’s location |
| **CA-4** | Be a model community for sustainable education and practices |
|  | ***Community Engagement Goals*** |
| **CE-1** | Include all units of the campus in the process of community engagement for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity. |
| **CE-2** | Increase faculty, staff and student involvement in the Superior Edge program, academic service learning and other community engagement and leadership development initiatives. |
| **CE-3** | Put into action a commitment to be an inclusive community where differences are recognized as assets of the institution, respected attributes of the person and a valuable part of the university experience |
| **CE-4** | Increase collaboration with local communities, schools, governments, development groups and other partners to enhance community and economic development in the Upper Peninsula. |

1. [↑](#endnote-ref-1)