

2009 Blue Print for Service Excellence
Progress/Status Updates for Key Performance Indicators

Capstone Scholars Program

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Initiative 2(d) - Engage in public relations activities that advance programs, services, and activities that lead to student engagement, success, and satisfaction.

Action Plan - Enhance the content and effectiveness and accessibility of Web sites, with a focus on improving online student services and providing compelling content for targeted audiences.

KPI - Evaluate usefulness and effectiveness of online services. Increase participation across departments in Web Days.

Progress/Status: The Capstone Scholars Program website was evaluated in February 2009 to be sure that all information was accurate for the fall 2009 recruiting class. Necessary updates were made. Additionally, the Blackboard group for the fall 2008 class was created in order to communicate regularly with students and allow students to access their Capstone points balance. Furthermore, in order to maximize the exposure of our weekly newsletter and the faculty principal, a weekly video message was developed by the faculty principal that is distributed to Capstone Scholars and campus partners via Blackboard. Finally, an official Facebook group was created in order to promote and advertise events, recognize current student achievements, and recruit prospective students.

Initiative 2(h) - Expand study abroad participation through program design, marketing efforts, scholarship opportunities and collaborations with academic units.

Action Plan - Collaborate with academic areas and learning communities to identify and/or develop programs complementing their disciplines or community missions, which also meet the academic needs of their students. Work with key departments to develop their strategic plans for study abroad and curriculum integration. Consult with faculty and learning community principals to develop complimentary programs.

KPI - Compare previous year student academic area demographics and monitor result of efforts. Provide program description and list of participants along with pre-post survey assessments of student learning outcomes.

Progress/Status: The Capstone Scholars Program and the Study Abroad office approved and developed two Capstone Scholars maymester study abroad trips: Peru and Italy. The Capstone Scholars promoted the trips at Summer Orientation and held two Capstone Conversations facilitated by the Study Abroad Office and the faculty member leading their respective trip in order to market the trips. One hundred and thirty (130) students attended the Italy session and Sixty nine (69) attended the Peru session. The two-week Peru trip, led by Prof. Jim Byrum, explores the physical geography of South America as well as the

historic foundations of modern Latin American culture and society. The two-week Italy trip, led by Prof. Karen Heid, will explore the visual arts, architecture, and landscape in and around Tuscany, concentrating on Florence and its surrounding villages. In order to further promote access to studying abroad, the Capstone Scholars Program funded ten (10) passport travel grants in addition to the twenty six (26) grants funded through the Study Abroad Office for students to use on the Capstone Maymester or other summer study abroad experience.

Initiative 4(a) - Encourage departments, staff members, and graduate students to engage in research activities that promote student learning, success, and satisfaction.

Action Plan - Implement and utilize StudentVoice to support division assessment efforts and connect to Blueprint.

KPI - How many units utilized StudentVoice? How many surveys were conducted throughout the calendar year? What were the results of the assessment? How were results connected back to the Blueprint?

Progress/Status: The Capstone Scholars Program began a pilot with Student Voice alongside the Office of Student Engagement and the Study Abroad Office. Four events were tracked this academic year and a demographic data set was compiled for the fall 2008 class. This allows the Capstone Scholars Program to understand the demographics of our Capstone Scholars and track students who, for example, attend a Capstone Conversation on studying abroad and subsequently visit the Office of Study Abroad. This ability will be able to help us identify programming needs and access usefulness of said programs.

Initiative 5(b) - Encourage staff to earn recognition as campus and national experts.

Action Plan - Number of conference presentations will increase annually.

KPI - Staff presentations will exceed 07-08's total of 27 presentations at national conferences and 33 at regional/state conferences.

Progress/Status: Due to the budget concerns, The Capstone Scholars Program did not travel or present at any national or regional/state conferences.

Action Plan - Number of leadership roles within professional organizations will increase annually.

KPI - Division staff holding leadership roles within professional organizations will exceed 07-08's total of 33.

Progress/Status: The Capstone Scholars Program staff held roles within the Sophomore Initiatives Committee in addition to Co-chair of the Family Fund, and Legislative Committee.

Action Plan - Number of publications will increase annually.

KPI - Publications will exceed 07-08's total of 15.

Progress/Status: The Capstone Scholars Program staff did not have any articles and/or papers published as it pertains to the Capstone Scholars Program.

Action Plan - Number of awards of recognition will remain constant or increase annually.

KPI - Awards will meet or exceed 07-08's total of 21.

Progress/Status: The Capstone Scholars Program staff received the 2008 "Great Friend to Afterschool" award from the Office of Extended Day Programs Richland County School District One.

Action Plan - Number of grant applications will remain constant or increase annually.

KPI - Grant applications will meet or exceed 07-08's total of 9.

Progress/Status: The Capstone Scholars Program staff does not participate in grant applications.

Initiative 6(a) - Develop a comprehensive fundraising strategy that will result in an increase in the number of funding requests made to potential donors and the dollars raised through fundraising efforts.

Action Plan - Provide opportunities for online giving.

KPI - All division websites will feature a "giving" link by the end of the year

Progress/Status: The Capstone Scholars Program does not feature a "giving" link on the community website.