

Annual Report

Part 1

Section A

Unit Information

Unit: Graduate Studies and Continual Learning

Mission Statement:

The mission of this office is to: meet public sector training, development, and technical assistance needs; provide educational opportunities that enrich the intellectual, civic, economic, and cultural life of the region and the state; support faculty and students in their service-learning and civic engagement endeavors; and, through the Renaissance Academy, offer retirees and other citizens educational programming that keeps their minds intellectually, creatively, and culturally active.

Section B

Unit goals set within last year's (2003-2004) Annual Report

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

Goal 7: Community Leadership

Unit Goal

What were your unit level goals for 2004-2005 as contained in your [2003-2004 annual report?](#)

RENAISSANCE ACADEMY

To meet the educational and programming desires of interested retirees and other citizens

What action did you undertake to achieve this goal?

Created and scheduled over 175 offerings (courses, lecture series, day trips, study abroad, and film series) at a variety of sites including Marco Island, Naples, Tower Pointe, Palmira, FGCU campus, Fort Myers, and Sanibel. Peer planning board assisted in identifying and creating offerings.

By what means did you assess goal achievement?

Assessed all offerings using evaluation form with satisfaction criteria and request for comments; asked for areas and topics of interest to identify needs and interests of constituents; monitored enrollment patterns to gauge topics of interest.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

Over 90% high satisfaction with Renaissance Academy experiences; averaged 20 enrollments in all offerings with over 5,000 registrations, an increase of more than 15% from previous year; results indicate goal achieved

What continuous improvement resulted from the use of the assessment data?

Data indicated need for more summer offerings; indicated need for expanded offerings in the Fort Myers area; comments led to redesign of catalog for easier registration and clarity of offerings.

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

What were your unit level goals for 2004-2005 as contained in your [2003-2004 annual report?](#)

Goal 7: Community Leadership

RENAISSANCE ACADEMY
Acquire a permanent site for the Renaissance Academy in Naples

What action did you undertake to achieve this goal?

Worked with FGCU Foundation to identify feasible sites, including consulting with real estate agent

By what means did you assess goal achievement?

Find feasible site.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

Currently in negotiation for site in downtown Naples.

What continuous improvement resulted from the use of the assessment data?

Will continue action toward successful purchase of site

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

What were your unit level goals for 2004-2005 as contained in your [2003-2004 annual report?](#)

Goal 7: Community Leadership

RENAISSANCE ACADEMY
Increase programming and attendance

What action did you undertake to achieve this goal?

Worked with program coordinators and planning board to establish a catalog of non-credit offerings; employed OPS person for marketing and planning assistance; increased advertising and marketing through media ads and catalog placement at libraries and other establishments.

By what means did you assess goal achievement?

Compared to previous number of offerings; evaluated enrollment numbers.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

Increased offerings by 30% from previous year; added two new locations in downtown Fort Myers; Increased registrations by 15%; Successfully met goal.

What continuous improvement resulted from the use of the assessment data?

Will use more print ads, which seemed to have greatest impact; Will seek additional locations in Lee County.

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

What were your unit level goals for 2004-2005 as contained in your 2003-2004 annual report?

INSTITUTE OF GOVERNMENT

Goal 7: Community Leadership

Through the IOG, provide both open enrollment and in-house training and technical assistance to working professionals in the community based on current industry-wide and local needs

What action did you undertake to achieve this goal?

In FY 2004/2005 provided 314 separate seminars and workshops, 2 individualized coaching contracts, and 4 long-term technical assistance projects.

By what means did you assess goal achievement?

All professional development training is assessed based on written workshop evaluations, verbal feedback from clients and participants, repeat customers, benchmarking similar programs statewide. Technical assistance is based on internal organizational needs and requests; results are assessed by the quality of the product and if the need was met.

Describe the assessment results and the conclusions about goal attainment you

inferred from them.

Written training evaluations consistently in the “Excellent” (5) and “Very Good” (4) range on a scale from 5 – 1. Evaluations often include specific feedback regarding how participants will apply the skills and information back in the workplace. Trainers talk with clients first to establish their training objectives and customize content when needed. Follow-up phone calls with in-house training clients reflect that trainers and content meet and/or exceed their expectations. Goal of being an accessible, affordable resource for high-quality training and development in the community is being met. The most important indicator is the repeat business from individuals and organizations to IOG services.

What continuous improvement resulted from the use of the assessment data?

Participant feedback indicates that having a consistent, central location for open-enrollment professional development workshops is desirable. The Institute has been able to provide that through the use of a room in the Broadcast Building this past year. As that room becomes less and less available, a dedicated room on campus that accommodates adult learners for full-day workshops is a continuing goal for improvement.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

Goal 7: Community Leadership

Unit Goal

What were your unit level goals for 2004-2005 as contained in your 2003-2004 annual report?

INSTITUTE OF GOVERNMENT

Network/Market with local community through membership in professional associations related to training and development for increased visibility

What action did you undertake to achieve this goal?

Have maintained or established membership with ASTD (American Society of Training and Development), HRMA (Human Resource Management Association), HSIN (Human Services Information Network), SCUPSO (Southern Consortium of University Public Service Organizations), Southwest Florida League of Cities, FCCMA (Florida City and County Managers Association) and Chamber of SW Florida.

By what means did you assess goal achievement?

Have current membership with associations listed above and attend meetings regularly. Bring brochures and literature to meetings for distribution and serve on committees for professional relationship building.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

Served on Board as VP of Programs for ASTD. Provided speakers for League of Cities. Involvement has resulted in increased visibility and referrals for business, both training and technical assistance.

What continuous improvement resulted from the use of the assessment data?

Membership and involvement in these community groups keep the Institute visible as a resource. It also serves as a needs assessment tool by keeping current on what organizations are doing, providing, and lacking.

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

What were your unit level goals for 2004-2005 as contained in your 2003-2004 annual report?

CENTER FOR CIVIC ENGAGEMENT

Strategic Plan Goal 1: High Quality Education

Implementation of QEP goal related to community awareness; 1.3 Increase in student service-learning hours and service-learning courses offered.

What action did you undertake to achieve this goal?

1.2.a: Director of Center for Civic Engagement served on QEP Committee and served as chair of screening committee for Director of QEP.

1.3: We currently have 38 officially recognized service-learning courses on our list of courses, however, we know that several faculty members have not registered their courses. Project for summer is to request Banner-designation of service-learning courses and then in the fall register all service-learning courses through Banner.

By what means did you assess goal achievement?

Both goals were assessed via actual count. Hours are posted to an Access database and we have an Access report to give total hours posted for specific time periods. We run a report each spring of students who have 100+ hours during one year. Graduation lists show hours completed and hours required, allowing us to assess how many students do more than the required number of hours. Courses are listed on a class listing and counted. Syllabi are also available for service-learning courses.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

Service-learning hours at date of report are 64,634 compared to 80,541 for entire 2003-04

year. May not exceed previous years' hours because one student who had 10,000 service-learning hours, posted over the course of several years, skewed the count of total hours. He alone accounted for 1,500 - 2,000 hours per year. Anticipate that by the end of this academic year, we will have posted approximately 75,000 hours. We do know that more than 50% of graduating students accumulate more than the service-learning hours required for graduation, based on actual hours for each candidate.

Although we have more students and students are doing more hours than required, it will take a few years to meet or beat the hours posted when the one student with 10,000 hours was submitting his hours. We feel we are meeting our goal to increase participation in service-learning; it is just harder to document. As we move toward a course-based system, the count of hours will become less relevant and a goal for quantity will be replaced by a goal for quality. At the same time, we plan to increase our partnerships with Student Government, student organizations, Student Life, and Residential Life to maintain student interest in group service projects and to increase the number of projects offered.

What continuous improvement resulted from the use of the assessment data?

It forced us to look at why our hours were static and reminded us that unanticipated factors can influence results.

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

What were your unit level goals for 2004-2005 as contained in your [2003-2004 annual report?](#)

CENTER FOR CIVIC ENGAGEMENT

Strategic Goal 7. Community Leadership

Course embedded service-learning will become the norm for fulfilling student service-learning requirements.

What action did you undertake to achieve this goal?

The Service-Learning Taskforce has been meeting and has reached the end of its work, having recommended a course-based service-learning graduation requirement. A new committee will begin looking at implementation issues in the fall.

By what means did you assess goal achievement?

Acceptance by the Faculty Senate of course-based requirement with request committee develop and present implementation suggestions.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

N. A.

What continuous improvement resulted from the use of the assessment data?
Institution of course-based graduation requirement

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

Goal 1: High Quality Education

Unit Goal

What were your unit level goals for 2004-2005 as contained in your 2003-2004 annual report?

GRADUATE STUDIES

Complete Graduate Programs by-laws and obtain faculty senate approval

Establish procedural foundations for Graduate Studies

What action did you undertake to achieve this goal?

Charged the Graduate Faculty Affairs team to establish by-laws, faculty appointment guidelines and guidelines for theses.

By what means did you assess goal achievement?

Approval vote by faculty senate, and acceptance by Dean of Graduate Studies and Provost.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

Met the goal. Faculty Affairs Team led by Dr. Joe Wisdom did the work.

What continuous improvement resulted from the use of the assessment data?

A framework for faculty governance to be exercised in the establishment of policies and actions to further the development of graduate education within the university.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

Goal 1: High Quality Education

Unit Goal

What were your unit level goals for 2004-2005 as contained in your 2003-2004 annual report?

GRADUATE STUDIES

Review and recommend new organization structure for Graduate Studies.

What action did you undertake to achieve this goal?

Discussed options with Provost and received approval to charge the Graduate Faculty Affairs team to create proposal for re-structuring.

By what means did you assess goal achievement?

Approval by Provost.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

Met the goal. Faculty Affairs Team led by Dr. Joe Wisdom worked on this and the provost accepted and implemented the recommendations.

What continuous improvement resulted from the use of the assessment data?

The establishment of the new structure will facilitate smooth operation of processes related to graduate education, the admission of well qualified students, and the provision of quality instruction.

Section C

Program or Service Specific Assessments

What program or service specific assessment occurred in the current academic year?

Renaissance Academy is a non-credit program. Used evaluation forms and informal verbal conversations to assess program and instruction satisfaction.

How were the results of the assessment used to improve programs or services?

Satisfaction levels of program and instruction evaluated; most popular topics and areas of interest identified and instructor competencies evaluated; information will be used for program planning next year.

Section D

Unit Contribution to President's Performance Measures

Please review the President's Performance Measures for 2004-2005. Did your unit contribute to any specific performance goals for the President? (If so, please

indicate whether the measure set was attained and to what degree.)

Goal 5. Naples Botanical Garden Laboratory--begin design in Spring 2005: Matching funds from state obtained; transfer deed of land and Joint Operations Agreement completed in April 2005; Program design done in spring with formal bidding process ready to begin in summer.

Goal 7. Expand on academic research relationship with Naples Botanical Garden: Faculty in plant genetics and biotechnology drafted possible research topics and areas of development which were shared and discussed with NBG personnel.

Goal 7. Increase memberships and participation in the Renaissance Academy: Program offerings increased by 30% and registrations increased by over 15%; two new locations added in downtown Fort Myers.

Goal 7. Increase/Improve Academic/Community Outreach (Expand the Center for Civic Engagement through community partnerships)

There are 183 approved service-learning sites in our EaglesConnect database. All agencies receive invitations to participate in our annual volunteer/nonprofit job/internship fair. We can accommodate 50 and fill the ballroom each year. Joint project with Career Development Office.

Because we have a substantial number of agencies in our database, we are not actively soliciting new agencies; however, we still increase the number of agencies listed by about 10 percent per year by self-referral.

Used a Volunteer Florida grant to explore developing a volunteer center for Collier County. Recommendation is to establish a web-based database and information so Collier County and other SW Florida residents can access information regarding volunteer opportunities. This will be an interactive database that can screen individual's skills/preferences and match with nonprofit agency needs. Agencies will place information regarding volunteer needs/opportunities in the database.

Director of Center is a member of the Alzheimer's Foundation Leadership Board and the Wellwishers Board (Gulf Coast Center); participated in "visioning" group workshop to develop non-traditional roles for volunteers for Lee Memorial Health System.

Goal 27. Private and Public funding Initiatives: Naples Botanical Garden Research Facility private funding of 2.5 million matched by State; Chinese New Year's dinner fund raiser for the Renaissance Academy raised \$37,000 for programming; Arpin-Sypert gave lead gift of over one million dollars for a chamber music/lecture hall in the Naples Center.

Part 2

Section A

Unit Goals for Coming Year (2005-2006)

Strategic Plan Goal

With which 1 or 2 goals from the 8

Unit Goal

current strategic plan goals does your 2005-2006 goal best align?

Goal for 2005-2006

The Student Community, Goal 2, strategy 6 (increase # of non-degree programs, personal and professional development, certificates to accommodate student needs)
The Institute of Government will provide at least 1 new non-credit workshop topic per semester, with an average of one workshop per week throughout the semester.

What action(s) will you undertake to achieve the goal?

Research the industry, and benchmark similar institutes, to determine current industry standards for training topics and needs.

By what means will you assess goal achievement?

Document that new workshops are being offered and attended, with positive evaluations. Talk with clients to follow-up individually for direct feedback.

How will you know if you have successfully attained each goal?

Keep records that track aspects such as relevance and application of training programs, number of repeat customers/students, student feedback on evaluation forms with an average rating of 4 or above

How will the results of the above assessments be used to improve student learning or services?

IOG, trainers, and clients receive workshop evaluation forms, and use the feedback to review, update, and further customize workshop content to enhance student learning.

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?

Goal for 2005-2006

Goal 2: The Student Community

1. Renaissance Academy Classes will increase by 10%

What action(s) will you undertake to achieve the goal?

Work with program coordinators to increase offerings and expand to Cape Coral.

By what means will you assess goal achievement?

By comparing the level of offerings with that of the previous year.

How will you know if you have successfully attained each goal?

Use previous year's offerings as baseline and measure for at least 10% growth.

How will the results of the above assessments be used to improve student learning or services?

These results will assist future planning and allow timely and efficient provision of services.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?

Unit Goal

Goal for 2005-2006

Goal 7: Community Leadership2. Renaissance Academy gross income will increase by 10%

What action(s) will you undertake to achieve the goal?

Review and revise, if necessary, current fee structure and work with program coordinators to increase offerings and expand to Cape Coral.

By what means will you assess goal achievement?

Use previous year's gross income as baseline and measure for at least 10% growth.

How will you know if you have successfully attained each goal?

Use previous year's gross income as baseline and measure for at least 10% growth.

How will the results of the above assessments be used to improve student learning or services?

Will continue to assess individual offerings for client satisfaction and input and make changes according to assessment feedback. Renaissance Academy offerings are non-credit but intended to meet the life enrichment and lifelong learning desires and needs of the community.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?

Unit Goal

Goal for 2005-2006

Goal 5: State Of The Art Infrastructure Assist Foundation in capital fundraising project for new Naples Center.

What action(s) will you undertake to achieve the goal?

Work closely with FGCU Foundation in preparing market materials, identifying potential donors, and making presentations to appropriate groups and individuals.

By what means will you assess goal achievement?

Amount of money raised for state matching grants.

How will you know if you have successfully attained each goal?

By meeting dollar amount goal set by Foundation and increasing community awareness for project.

How will the results of the above assessments be used to improve student learning or services?

Create new facility in Naples for expansion of credit and non-credit courses; expanding cultural opportunities for the community and for students.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?

Unit Goal

Goal for 2005-2006

Goal 7: Community Leadership The Naples Botanical Garden laboratory will be established

What action(s) will you undertake to achieve the goal?

Work closely with appropriate constituents (NBG, college of Arts and Sciences, foundation, facilities planning) in completing land transfer, operational agreement, and architectural and program planning.

By what means will you assess goal achievement?

Substantial progress made toward beginning site preparation and construction plan.

How will you know if you have successfully attained each goal?

Substantial progress made toward beginning site preparation and construction plan.

How will the results of the above assessments be used to improve student learning or services?

Create new facility for expansion of credit and non-credit courses; adding laboratory space and expanding cultural opportunities for the community and for students.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?

Unit Goal

Goal for 2005-2006

7: Community Leadership The Naples Center, including the Renaissance Academy, will be

expanded and provided with a permanent facility by 2008

What action(s) will you undertake to achieve the goal?

Work closely with FGCU Foundation in preparing market materials, identifying potential donors, and making presentations to appropriate groups and individuals.

By what means will you assess goal achievement?

Amount of money raised for state matching grants

How will you know if you have successfully attained each goal?

By meeting dollar amount goal set by Foundation and increasing community awareness of project.

How will the results of the above assessments be used to improve student learning or services?

Create new facility in Naples for expansion of credit and non-credit courses; expanding cultural opportunities for the community and for students.

Section B

Resources

What additional resources have you requested and received a commitment for during 2005-2006 from your area VP or the President that is based on your analysis of assessment data for 2004-2005?

Changes in the unit resulted in being given additional responsibility for developing the Cape Coral Center. In discussions with Provost Yegidis we agreed on two new positions for this purpose. One would be a USPS position (\$25,000 plus benefits); the other would be a coordinator position (\$40,000 plus benefits) to develop, implement, and monitor credit course and non-credit offerings at the Cape Coral Center and the Naples Center.

What additional resource needs do you have for fulfillment of your goals that you wish for consideration from your area VP or the President that is based on your analysis of assessment data for 2004-2005?

Professional development workshops would benefit from a dedicated site on campus for training that accommodates adult learners in full day workshops. This will add to the perception of stability, visibility, customer service, and identity between the community and IOG/FGCU.

The growth of the Renaissance Academy needs additional staff, especially a USPS line for the Naples Center.

Section C

Assessment Plans

What assessments are you planning to conduct during 2005-2006?

In the John Scott Dailey Florida Institute of Government, regular assessments include program evaluation after each workshop, regular follow-up phone calls to most community clients, benchmarking similar Institute programs in Florida.

Will continue with existing assessment activities for the Renaissance Academy. Will conduct new assessments for successful expansion of credit courses at the Naples Center and the Cape Coral Center.

Section D

Coming Year - Strategic Plan Contributions

Goal 2, Strategy 6 & Goal 7.
