



**Support Unit Review Strategic Implementation Agreement-v3-20180406**

The primary goal of the Support Unit Review (SUR) process is to provide a mechanism to ensure improvement of support units on a continuous basis. This form has been designed to support the primary goal of the SUR process by containing a set of recommendations that were developed by the VP of the division in which the unit being reviewed resides. The recommendations need to take into account the results of the support unit review and input from both the head of the unit reviewed and the VP to which the unit head reports. The expectation is that the Recommendations, Proposed Actions and Expected Results will reflect a detailed discussion of the review in a meeting between the VP, the head of the unit reviewed and other appropriate parties.

The form is to be completed by the Vice President of the division in which the unit reviewed resides or the vice president’s designee.

A copy of the implementation agreement should be held in the vice president’s office and in the original file containing documentation of the review. Implementation documentation should be in a form that can be reviewed prior to the next support unit review.

**Date and time of the review discussion meeting:**

Thursday, August 2, 2018

**Review discussion meeting attendees:**

Gitanjali Kaul, Lisa Bernardo

**Recommendations, Proposed Actions and Expected Results:**

| Recommendations  | Proposed Actions   | Expected Results   |
|--|--|--|
| <p><b>Mission and Organization of the Unit.</b></p> <p>Continue to foster open communication and collaboration among sub-units and campus departments.</p>                           | <p>Support continued regular meetings and communication with each other as well as other units on campus.</p>            | <p>Continued positive climate in the work environment and within the team.</p>   |
| <p><b>Role Within the University and Relationship to Other Units.</b></p> <p>Support growth of the Stockton Center by reviewing the services provided related to our department.</p> | <p>Support the MOU with San Joaquin Delta College and find ways to streamline the application and admission process.</p> | <p>Increased transfer rates from San Joaquin Delta College enrolling at the Stockton Center, and pre-determined course offerings for programs at Stockton.</p> |

| Recommendations  | Proposed Actions  | Expected Results  |
|--|---|---|
| <p><b>Assessment Processes for Measurement of Outcomes.</b></p> <p>Document quantitative and qualitative outcomes for reference and reflection in the context of continuous process improvement.</p> | <p>Routinely incorporate collected data into a planning document.</p>   | <p>A planning document or annual report as appropriate to each sub-unit including a summary of measurable outcomes.</p>             |
| <p><b>Resource Allocation.</b></p> <p>Keep an ongoing “live” document of goals and priorities within the office, and ensure that goals and priorities are met.</p>                                   | <p>Regularly review goals and priorities, and identify dependencies from other offices; reallocation of resources within the office; and consider “one-time” backfill as appropriate.</p>   | <p>Completion of goals and priorities set forth by the Chancellor’s Office, the University, and the division, as appropriate.</p>   |
| <p><b>Evaluation of Operations of Unit.</b></p> <p>Formalize successful implementation processes and plans for new projects and initiatives.</p>   | <p>Convene retreat or brainstorming session with a cross-section of stakeholders to discuss ideas and strategies to improve operations and implementation of innovative solutions.</p>  | <p>Broad cross-divisional support when implementing new projects. (i.e. online graduation for application and approval process)</p> |
| <p><b>Special Issues to be Addressed.</b></p> <p>Increase the use of data metrics in report building, assessment and evaluation.</p>   | <p>A. Encourage use of STAN Planner by students so extracted data includes a larger cohort of students.</p> <p>B. Build report(s) using STAN Planner data (projected draft available in Fall 2018), and provide this report to Department Chair’s and Dean’s at the beginning of the schedule building process.</p> | <p>A. Increase usage by students to 75%.</p> <p>B. Establish a standard report based on STAN Planner data.</p>                      |

The following individuals have reviewed the recommendation, proposed actions and expected results.

|                         | Signature              | Date           |
|-------------------------|------------------------|----------------|
| Unit Head/Director      | <u>Liz M. Bernards</u> | <u>8-22-18</u> |
| Division Vice President | <u>[Signature]</u>     | <u>8/22/18</u> |