

DRAFT: Declaration of AQIP Project

Institution: Purdue University Calumet

Planned project completion date: April 1, 2009

Actual project completion date: (date project is retired)

- A. **Give this Action Project a short title in 10 words or fewer.**
Improving Student and Stakeholder Service Standards

- B. **Describe this Action Project's goal in 100 words or fewer.** Purdue University Calumet will involve the entire campus in this initiative to improve service to the internal and external community. Using data from best practice institutions and a recent assessment of customer service, the project team will develop standards for providing service to students and stakeholders, and a method for assessing these standards. The team will also develop a plan for roll-out of training on these basic standards. A sub-committee of subject matter experts will develop knowledge-based training for key university processes, a plan for roll-out of this training, and an assessment method for the impact of this training.

- C. **Identify the single AQIP Category that this Action Project will most affect or impact.**
Primary Category: Valuing People

- D. **Describe briefly your institution's reasons for taking on this Action Project now – why the project and its goals are high among your current priorities.** Almost seventy percent of all entering Purdue University Calumet students are first generation college students (neither parent has a college degree). Students, family members, and the community need positive and accurate directions about how to engage in key university processes (admissions, advising, financial aid, etc.) and to "get to the right spot," as they navigate these processes. A recent assessment of front line staff showed gaps in service delivery and in knowledge about key processes. This project is critical in addressing these gaps and setting into place standards and a training system for these standards.

- E. **List the organizational areas – institutional departments, programs, divisions, or units- most affected by or involved in this Action Project.** All units at Purdue University Calumet will be involved in this training effort, but the primary focus will be on departments providing direct student services and the academic units. The Vice Chancellor for Academic Affairs will be the project sponsor, with the project team reporting to her and the AQIP Steering Committee (comprised of all the vice chancellors, faculty senate representative, and other academic and administrative leaders).

- F. **Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve.** Training and assessment of training, personnel evaluations,

orientation of new staff.

- G. Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion).** This project will be in stages, with this being stage one. While the project team sets standards, a smaller sub-committee of subject matter experts will develop knowledge based training. Note that the actual training will take place in stage two. During stage two, training may need to be done with a smaller sub-set of individuals, with the training then assessed and revised.
- H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing.** (1) Service standards should align with those of best practice institutions. (2) Standards should address gaps noted through assessment of front-line service which was conducted in spring 2007. (3) A training plan for implementation of standards should involve a quality check through the personnel evaluation process. (4) Knowledge-based training should focus on key university processes. (5) Plan for this roll-out of training should be developed with recommendations for a system which involves updates on the key processes.
- I. Describe the overall “outcome” measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals.** Level of alignment with standards at best practice institutions and the degree to which standards and knowledge-based training address gaps in service assessment. (Additional assessment will be done following the second stage of this project, which involves implementation of training).
- J. Other information:**
- K. Project Leader and Contact Person (First Name, Middle Initial, Last Name, Title, Email, Telephone)**
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