

Eastern Kentucky University
Division of Continuing Education and Outreach

Mission Statement: Continuing Education and Outreach

The mission of the Division of Continuing Education & Outreach of Eastern Kentucky University is to provide high quality student and client-centered educational opportunities and services to enhance the quality of life for the diverse communities we serve.

Vision Statement: The vision: Continuing Education & Outreach of EKU will become a nationally recognized leader by developing and providing innovative educational programs and services through collaboration and entrepreneurship.

Objectives	Means of Assessment & Criteria / Tasks	Results/Observations	Use of Result & Follow-Up
<p>Division of Continuing Education and Outreach - S.D. 1.1 Identify external funding - Strategic Direction 1.1: Identify and acquire external funding.</p> <p>Objective Types (Control-click to select multiple): 06-10 Plan Planning Objectives</p> <p>Start Date: 07/01/2006</p> <p>Objective Status: Active</p>	<p>Assessment Method: Number of grants or external funding sources identified and applied for.</p> <p>Criterion: One or more grants, bids, applications for funds successfully obtained.</p> <p>Who will use the data (How and When)?: Various departments - CE, Distance Education, Workforce Education, other CE&O programs including Media Productions, EKU Radio, etc.</p>	<p>06/20/2011 - Results include administration of grants and contacts through Community and Workforce Education, among other departments in the Division. Those grants include 21st Century Community Learning Centers, USDA Distance Learning and Telemedicine RUS Program, other federal, state, local and university regional stewardship grants.</p> <p>All reports on grant activities have been filed with the appropriate sponsoring agency and in compliance with university sponsored program guidelines.</p> <p>New and continuing grant proposals are submitted in late fiscal year with notification of award after July 1, 2011. In this regard, Continuing Education & Outreach is committed to enhance its capacity to secure grant resources in 2011-12. The CE&O has made developing these new financial resources an important goal in the 2011-15 strategic plan that was completed earlier in 2011. Staff in the Division have participated in university-sponsored grant trainings and other similar opportunities.</p> <p>WEKU Radio has continued to secure new donors and enhanced its fund raising capacity in 2010-11, despite challenging economic times. Both spring and fall fund raising campaigns in 2010-11 have raised awareness and brought new donors to these campaigns.</p> <p>Result/Observation Type: Strength</p> <p>Result Status: Result Open-Further action needed</p> <p>notes: Activities are ongoing. Grants submitted prior to June 30, 2011 by CE&O may not</p>	<p>06/21/2011 - Results are used to enhance and expand CE&O's ability to secure grants. The CE&O is uniquely situated to partner with academic and non-academic units in and out of the university, and therefore realize grant opportunities at various levels of funding. Consolidating some common grant documents has been implemented and will continue in 2011-12.</p> <p>Follow-Up: 06/24/2011 - Continuation of staff training on grants through OSP and other organizational training. Continue to add grant resources in the form of documents to a common database for grant writing. Staff consultation on a variety of grant opportunities and with OSP staff.</p>

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		receive notification of award until after July 1, 2011.	
<p>Division of Continuing Education and Outreach - S.D. 1.2 Enhance Partnerships - Strategic Direction 1.2: Establish, develop, and enhance partnerships with business, community, and educational entities.</p> <p>Objective Types (Control-click to select multiple): 06-10 Plan Planning Objectives</p> <p>Start Date: 07/01/2006</p> <p>Objective Status: Active</p>	<p>Assessment Method: Number of partnerships and collaborations developed or facilitated/cultivated.</p> <p>Criterion: The division will achieve stated goals with 80% of all partnerships entered into, or as determined by the Dean of Continuing Education and Outreach.</p> <p>Who will use the data (How and When)?: University Assessment Committee tracks activities on this objective from key reports of CE&O departments. Dean and Associate Dean will assess data from this activity. Activities of Extended Campuses in support of this objective are especially important, are evaluated and reported.</p>	<p>06/15/2011 - Results were achieved in 2010-11 for partnerships developed and sustained. The documentation for these results are included in the Key Performance Indicator Reports completed in fall 2010. Another report for 2010-11 activities will be completed in fall 2011. Key partnerships are local, statewide, and national including through federal OSHA - Directorate of Training and Education, Kentucky Department of Education and the Department of Labor, among others. And these partnerships are ongoing, established by memorandums of agreement and other formal mechanisms. Local agreements include City of Richmond and City of Corbin, among others. Collaborative activities exist between university and college partners with KCTCS and EKU, under administration of CE&O. Key partnerships and trainings were initiated and continued on military installations including Ft. Rucker, Ft. Hood, and installations in Hawaii, South Korea, and Japan. Key goals for partnership activity were both achieved and exceeded during 2010-11</p> <p>Result/Observation Type: Strength</p> <p>Result Status: Result Closed-No further action needed</p> <p>notes: These are ongoing activities and continued in the 2011-15 strategic plan. They are also documented in key performance indicator reports filed during the fall. New reports will be completed in the new strategic planning cycle as documentation for regional stewardship activity.</p>	<p>06/20/2011 - Results are used in the assessment of ongoing partnerships and initiation of yet other partnerships appropriate to the Division. These partnerships also support positive engagements with local communities and organizations and lend themselves to the goals of regional stewardship.</p> <p>Follow-Up: 06/21/2011 - As indicated, yearly KPI reports on these activities are submitted to the Office of Institutional Effectiveness. In this regard, engagements and partnerships are documented, managed, and enhanced across all departments in CE&O. The CE&O is one of the key areas in the university for regional stewardship reporting and engagement activities.</p>
<p>Division of Continuing Education and Outreach - S.D. 1.3 Market programs and services of CE&O - Strategic Direction 1.3: Market and promote the programs and services of CE&O and EKU to increase awareness.</p> <p>Objective Types (Control-click to select multiple):</p>	<p>Assessment Method: Number of marketing campaigns, advertisements, brochures, electronic marketing, all evaluated against previous years' activities.</p> <p>Criterion: Each department will have specific marketing objectives. 80% of all</p>	<p>06/21/2011 - Key marketing activities have not improved or increased significantly, but new activities are planned with Offices of Public Relations and Enrollment Management Marketing Office. Some activity has occurred with billboard advertising with Workforce Education in the Lexington area.</p>	<p>06/22/2011 - Results are used to evaluate effectiveness of current limited marketing activity. New content management system designed to be more customer friendly will offer regional campuses and centers additional tools for marketing programs and</p>

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<p>06-10 Plan Planning Objectives</p> <p>Start Date: 07/01/2006</p> <p>Objective Status: Active</p>	<p>departments will have implemented some marketing activity.</p> <p>Who will use the data (How and When)?: Directors and managers of individual units, staff marketing professional(s) on a quarterly basis, as projected. Review of effectiveness of marketing reviewed by Dean's office and with advice and consultation of budgeting director, and other staff members with marketing duties.</p>	<p>New customer relations marketing activities for web page development began in May/June 2011 and will result in re-designed home pages and content for regional campuses and centers in 2011-12. This is a positive development, while the overall results are considered limitations. In 2009, CE&O marketing staff was transferred to the Office of Public Relations, but this staff has been assigned to work with CE&O on projects on an ongoing basis. Marketing staff from Enrollment Management continues to work with CE&O, but resources are extremely limited.</p> <p>The Media Production Center works with a host of internal and external activities that create awareness for the university and generates dollars for its operations.</p> <p>Result/Observation Type: Limitation</p> <p>Result Status: Result Closed-No further action needed</p> <p>notes: Areas of future work will include re-design of CE&O web pages with more customer relations features during 2011-12. This will be an ongoing activity.</p>	<p>services to students. This is viewed as a positive development going into the new strategic planning cycle. All departments in CE&O will begin to phase-in the new CMS in 2012 for a more effective web presence and thereby benefit all CE&O activities.</p> <p>Follow-Up: 06/27/2011 - New CMS implementation during 2012 for all departments in CE&O. It is anticipated that the process will be completed by August/September or fall 2012.</p> <p>Continue work with Enrollment Management marketing staff and OPR for marketing of regional campuses and centers along with new programs. Some new emphasis will be directed to ECU Somerset with the opening of a new building location in 2011 and addition of nursing programs at the Center.</p>
<p>Division of Continuing Education and Outreach - S.D. 1.4 Develop collaborative projects - Strategic Direction 1.4: Develop and increase collaborative projects within the ECU service region.</p> <p>Objective Types (Control-click to select multiple): 06-10 Plan Planning Objectives</p> <p>Start Date: 07/01/2006</p> <p>Objective Status: Active</p>	<p>Assessment Method: Number of collaborative projects initiated and appropriate staff involved in these projects.</p> <p>Criterion: 90% of departments with identified goals to address this objective will be successful in the development and/or continuation of collaborative activities and projects.</p> <p>Who will use the data (How and When)?: Data used by University Assessment Committee. The CE&O Dean and Associate Dean will review impact of this objective. Extended Campus directors, managers, and coordinators will report on and assess this objective applicable to their</p>	<p>06/27/2011 - Results were achieved for 2010-11. Significant activity in collaborative projects was documented in individual departments of CE&O including Conferencing & Events, Community & Workforce Education, and regional campuses and centers. In previous reports, ECU Now! reported collaborative activity, but that department and staff are now administratively transferred and reporting to the Provost Office effective July 1, 2010. Regional campus and center staff continue to work closely and support ECU Now! goals and activities.</p> <p>Collaborative activity outside the university is ongoing with public and private organizations, corporations, businesses and associations, including significant activity at military installations in the U.S. and overseas. Multiple university collaborations exist with KCTCS, a new</p>	<p>06/28/2011 - Results are used to assess the effectiveness of all collaborative activity against overall CE&O and university goals. It can be documented that during the 2006-11 strategic plan that CE&O and departments met all goals against the criterion established. Additionally, collaborative activity is a key objective in the CE&O 2011-15 strategic plan with all activities documented in KPI reports each of year of the cycle.</p> <p>One of the areas documented in the Provost Report on Regional Campuses (October 2010) is closer collaboration with offices of Regional Stewardship and</p>

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		<p>regional Pathways initiative with Morehead State University, and University Center of the Mountains collaboration. The CE&O continues to work closely with Education Extension Agency staff (EEA's) and University Programs (Regional Stewardship) in mutual areas of collaboration. Several RS grants were awarded to CE&O during 2010-11.</p> <p>Each year a KPI report is completed which documents all collaborative activity of CE&O with the 2010-11 to be completed in October 2011. The previous years' report was completed September 17, 2010 and submitted to the Office of Institutional Effectiveness. The new 2011-15 strategic plan will also require KPI reports each year on collaborative and engagement activities. All goals were met during 2010-11.</p> <p>Result/Observation Type: Strength</p> <p>Result Status: Result Closed-No further action needed</p> <p>notes: As noted, KPI reports required each year will document the scope of all CE&O collaborative activities.</p>	<p>Education Extension Agents (College of Education). In the fall and spring of 2011-12, efforts will be initiated by CE&O to hold forums and discussions about model strategic activities between the groups with CE&O, and thereby make even greater community engagements across the service region. The deans of CE&O and University Programs are especially encouraging of these efforts.</p> <p>The CE&O staff actively participate in the Kentucky Engagement Conference.</p> <p>Follow-Up: 06/28/2011 - 1. Completion of KPI report for 2010-11 in fall 2011. 2. New collaborative activities with EKU Somerset and Lake Cumberland Hospital. 3. Forums and discussions with College of Education (EEA's), CE&O, and University Programs (Regional Stewardship) on model strategic activities for 2011-15. 4. All departments in CE&O have collaborative activities and these are ongoing and increasing. 5. Each week a CE&O "report to all staff" is completed by the dean's office to record a host of activities including collaborative activities. These reports further document ongoing and positive work of all departments in the Division in many areas. 6. Strategic planning and KPI reports are updated and posted on the CE&O home page for internal and external viewing.</p>
Division of Continuing Education and Outreach - S.D. 2.1 Develop financial	Assessment Method: Financial approaches and costing	06/20/2011 - Results reported are more efficient and effective measures to provide appropriate	

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<p>systems - Strategic Direction 2.1: Develop and implement financial systems to enhance fiscal responsibility.</p> <p>Objective Types (Control-click to select multiple): 06-10 Plan Planning Objectives</p> <p>Start Date: 07/01/2006</p> <p>Objective Status: Active</p>	<p>methodologies for the CE&O departmental budgets and overall budgeting for the Division.</p> <p>Criterion: 100% of departmental budgets are assessed and re-aligned to CE&O goals for efficiency, better data and fiscal management. Activity-Based Costing and management methodologies are fully integrated into all CE&O activities.</p> <p>Who will use the data (How and When)?: Dean, Associate Dean, director of budget management, other directors and managers will use data. Ongoing.</p>	<p>financial data for decision-making in all CE&O departments during 2010-11. This has permitted each manager and director to make decisions about budgets with the most accurate data in hand. Specialized reports are generated upon request and the offices of dean and associate dean receive timely reports. There are close working relationships between the CE&O budget staff with Financial Affairs offices, OSP, the Provost Office, and others. The CE&O leadership team works closely in financial management areas and communications in an environment of reduced overall support to universities in general and ECU specifically. All budgets are closely monitored on a monthly basis. Positions filled or approved follow a set protocol with the Provost Office to ensure compliance with policy and practice. Other financial measures and controls have been put in place for event and program registration. Goal has been met against the criterion for 2010-11.</p> <p>During the 2006-11 strategic planning cycle, Activity-Based Cost principles were not integrated into CE&O operations. Some ABC analysis was applied to areas of distance learning, but not as implemented as budgeting practices. Revenue sharing, as a method of program development stimulus for online learning, was not implemented through CE&O as of June 30, 2011. However, discussion will continue in 2011-12 about Revenue Sharing for ECU Somerset operations with the Provost office.</p> <p>Result/Observation Type: Strength</p> <p>Result Status: Result Closed-No further action needed</p> <p>notes: Provost Office has outlined specific protocols to follow for new program development and for filling of staff positions.</p>	<p>06/21/2011 - Results are used to assess all aspects of effective budget management under the leadership of the budget director for the Division. Policies and practices are adhered to but some flexibility is achieved when appropriate and critical to CE&O operations. Every manager and director is involved with the budget process. The kinds of data produced is assessed for better reporting purposes, and new reports have been generated through this process. Grant activity is closely monitored.</p> <p>Follow-Up: 06/22/2011 - Specialized reports and other data are generated for the Provost in key areas including regional campus and centers. All activities are ongoing. Key decisions are made to ensure the vitality and appropriateness of CE&O activities against university goals. CE&O works hard to be good stewards of all monies to the Division from all sources, implement or recommend efficiencies, and partner in financial areas that benefit university goals and strategic directions.</p>
<p>Division of Continuing Education and Outreach - S.D. 2.2 Increase financial flexibility - Strategic Direction 2.2: Increase financial flexibility by resource/funding reallocation.</p>	<p>Assessment Method: Resources allocation and reallocation through the office of budget management in consultation with directors and managers who have budget authority.</p>	<p>06/24/2011 - Results were achieved in 2010-11 with processes in place to effectively assess expenditures against budgets for each department in CE&O. Adjustments and reallocations were made to budgets including</p>	<p>06/24/2011 - Results are used to assess processes and make improvements in all areas of budgeting in the Division. Cost-savings and other efficiencies have</p>

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<p>Objective Types (Control-click to select multiple): 06-10 Plan Planning Objectives</p> <p>Start Date: 07/01/2006</p> <p>Objective Status: Active</p>	<p>Criterion: Review schedule and procedures are determined by the office of budget management. Sound financial strategies are employed to align all budgets based of operational efficiency with allocating and reallocating funds determined by needs and division/departmental objectives and goals.</p> <p>Who will use the data (How and When)?: Dean, Associate Dean, directors and managers with leadership through the office of budget management.</p>	<p>regional campus expenditures. The CE&O made appropriate adjustments to budget in accordance with Financial Affairs directives as overall state support has been reduced. Any personnel positions to be filled were fully discussed with the appropriate department head and manager. The CE&O works closely with the Provost Office to ensure that all positions filled are fully reviewed by that office including any other personnel matters including reclassifications.</p> <p>In addition to the above, the CE&O continues to explore and propose revenue sharing relating to programmatic activity. One such area involves funding for ECU Somerset. Financial efficiencies and system changes has occurred in departments within the Division in 2010-11 resulting in improvements for billing and participant fees. Seeking grant opportunities are ongoing.</p> <p>Result/Observation Type: Strength</p> <p>Result Status: Result Closed-No further action needed</p> <p>notes: This strategic direction is incorporated in the new 2011-15 CE&O plan. Activities here are ongoing.</p>	<p>been instituted as a result of assessments. New opportunities for grants and contracts are explored and is ongoing. Reporting instruments and forms were/are updated to make budgets easier to understand and interpret.</p> <p>Follow-Up: 06/27/2011 - Ongoing activities: budget review and generation of reports monthly, quarterly, and yearly and in compliance with OSP and Financial Affairs' requirements. Budget areas relating to adjunct and other faculty at regional campuses and centers with pay, service factors, and travel continues in the CE&O budget office. The Corbin Technology Center is no longer a financial unit to CE&O (or to the university). The ECU Now! department and budget were moved to the Provost Office on July 1, 2010. The Instructional Development Center and budget will move to the Provost Office effective July 1, 2011. New strategic directions have been crafted in the 2011-15 strategic plan as it applies to the office of budget management and staff.</p>
<p>Division of Continuing Education and Outreach - S.D. 2.3 Utilization of technologies - Strategic Direction 2.3: Utilize technologies to enhance the programs and services of CE&O.</p> <p>Objective Types (Control-click to select multiple): 06-10 Plan Planning Objectives</p> <p>Start Date: 07/01/2006</p> <p>Objective Status: Active</p>	<p>Assessment Method: Technology plans for replacement and acquisition, reports completed, review of vendors for service. Review of advanced technology and utilization collaborated with ITDS. Financial review and resource development.</p> <p>Criterion: 80% of departments will have technology needs identified. Schedule determined for departmental acquisition of technology. ITV technology and acquisitions determined by budgeting and attainment of external</p>	<p>06/21/2011 - Technology acquisitions from the 2009 USDA RUS grant have all been secured and placed in Corbin, Manchester, and Hazard. Second monitor units have been placed at ECU campuses and centers via some reallocation of USDA grant funds. Additionally, ECU Somerset now has four ITV units deployed at their new office location. Computers and software have been received in CE&O and at regional campuses and centers on schedule. Service remains high touch for all ITV operations through IT and by facilitation staff (CE&O) in 2010-11. The same holds true for CE&O staff and IT service to CE&O</p>	<p>06/24/2011 - Results are used in several ways but primarily for improvements and deployments of technology applications. The customized mobile Edge 95 unit has been demonstrated as an effective and cost effective appliance for ITV delivery. Assessment results also impacted additional monitors being placed in ITV rooms and have benefited instruction. Surveys are completed by faculty and evaluated as to improvements in technology</p>

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	<p>funds for specific projects.</p> <p>Who will use the data (How and When)?: All departments within CE&O. Budget implications define an active role of the office of budget management and staff.</p>	<p>departments.</p> <p>Conference & Events R25 software has been implemented and is being used; however, Webviewer and Workflow components are still in the process of implementation. The R25 software has also necessitated the need for a users group of IT, CE&O, Registrar and Student Affairs staff for ongoing work. Scheduling of university events under CE requires strong collaboration and effective, but flexible policies.</p> <p>The CE&O departments including Community Education are increasingly using social media (like Facebook) for program communication and further work is occurring in 2011 with QR codes from mobile devices. The IDC continued to expand its arsenal of tools for instructional development including significant exposure of faculty to mobile device technologies and applications. As noted, the IDC department is transferred to the Provost Office e-Campus Office effective July 1, 2011.</p> <p>Result/Observation Type: Strength</p> <p>Result Status: Result Closed-No further action needed</p> <p>notes: Technology acquisition and deployment are ongoing, part of the new strategic plan for CE&O, and requires collaboration among many areas. The most significant concern that has developed in 2011 is the limited "ports" on the ECU bridge, thus creating limited capacity for additional classes. This issue must be addressed by IT in 2011-12 for continued viability and robustness of the ITV system.</p>	<p>delivery for ITV. Survey results have also led to procedural and protocol changes in ITV delivery. Some reduction of hours of facilitation time, given new and improved ITV technology, has taken place, but assessment is ongoing. The utilization of R25 will assist more effective scheduling of events and a key role of the users groups is to assess the effectiveness of this new system.</p> <p>Follow-Up:</p> <ol style="list-style-type: none"> 06/24/2011 - 1. Webviewer and Workflow implementation for R25 software is ongoing. 2. Utilization of QR for registration and similar activities is being explored in Community Education. 3. ITV bridge capacity is a critical issue in 2011-12 and must be addressed. Some temporary measures are in place that may become more permanent. There is a strong collaborative interest here between CE&O and IT. 4. ITV class delivery has been increased at ECU Somerset (four units now) that might necessitate additional staffing needs at the Center. 5. There are ongoing requests from communities in the service region to deliver ITV classes, to open new facilities, and make programs available, and CE&O will be asked to be present for or facilitate these discussions, and provide input and direction, as appropriate. 6. A significant technology acquisition is becoming critical now for the Hummel Planetarium and revenue sources are being explored.

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<p>Division of Continuing Education and Outreach - S.D. 2.4 Assessment and Evaluation - Strategic Direction 2.4: Provide organized evaluation and assessment of all CE&O programs and services.</p> <p>Objective Types (Control-click to select multiple): 06-10 Plan Planning Objectives</p> <p>Start Date: 07/01/2006</p> <p>Objective Status: Active</p>	<p>Assessment Method: Number of reports and evaluations relating to student services (e.g., Everest), student/client evaluations for workforce and community education, conferencing and events, other assessments and evaluation for departments. This area also includes community surveys and analysis relating to extended campuses, course and programs needs.</p> <p>Criterion: 100% of departments will have methods, procedures, instruments and forms to assess and/or evaluate client and student activity (internal and external) relating to specific CE&O program areas. Documentation may include written responses from written student inquiries.</p> <p>Who will use the data (How and When)?: All departments under the direction of CE&O. Management reports are compiled for customers of the university, as appropriate.</p>	<p>06/27/2011 - All departments make use of surveys, evaluations, and other data for assessment of programs and customer satisfaction, and it applies to credit and non-credit areas in CE&O. In areas including Conferences & Events, Workforce and Community Education, and outreach activities, such information is critical for programming and other needs. Consultation takes place with Institutional Research on survey projects. The office of student services in CE&O works with survey development and addresses inquiries from students and others trying to access university programs. The Everest reporting system, as noted in other iterations, is no longer utilized in CE&O due to cost and that other similar reporting mechanisms are now available. Some written or paper inquiries are generated to special populations of students, as appropriate, and handled by staff in CE&O, credit and non-credit.</p> <p>Result/Observation Type: Strength</p> <p>Result Status: Result Closed-No further action needed</p> <p>notes: CE&O continues to receive inquiries from incarcerated individuals seeking information about correspondence studies. Those are responded to, noting lack of these programs, but suggesting other options and universities delivering them in Kentucky.</p>	<p>06/27/2011 - Results are used to assess customer and student satisfaction with programs and events, and make adjustments and changes based on that input. Data is used to determine additional classes or elimination of classes. Surveys of ITV facilitation resulted in procedural changes and classroom management protocols and improvements in 2010-11.</p> <p>Follow-Up: 06/28/2011 - These are ongoing activities in the new strategic planning cycle. Continue work with IT for assessment activity; consultation with Institutional Research; and work with Hobson's (with Enrollment Management and Advising) as it applies to regional campus and center activities and staff.</p>
<p>Division of Continuing Education and Outreach - S.D. 3.1 Student/Client Support Services - Strategic Direction 3.1: Increase and improve student/client support services to facilitate student success.</p> <p>Objective Types (Control-click to select multiple): 06-10 Plan Student Learning Objectives</p> <p>Start Date: 07/01/2006</p> <p>Objective Status:</p>	<p>Assessment Method: Number of students receiving services through extended campuses and centers, and assessment of those services (tutoring, financial aid, advising, library services, etc.)</p> <p>Criterion: 100% of students requesting academic services and related support, as described in extended campus plans, and those included in the student/client services department.</p> <p>Who will use the data (How and When)?:</p>	<p>06/17/2011 - Support services continue for regional campus and center students on-site while other support services are provided by the CE&O office of student services. Collaboration continues with the SOTO office, Enrollment Management, Advising, and Financial Aid with some utilization of Tandberg T125 units. Student Affairs has worked with regional campuses in hosting and delivering student cultural events and activities. The Library services (and staff) have been beneficial to each of the campuses and for online students who access regional campuses and centers for services. GED support services and testing are provided through Adult</p>	<p>06/21/2011 - Results are used to identify and address delivery of services to students and other customers. Some gaps that have been identified are more emphasis on financial aid and counseling for regional campus students. Areas in the Enrollment Management Plan are still being worked on and request for additional funding have been made. No specific results have been generated as a result of the Report on Regional Campuses</p>

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Active	Dean, Associate Dean, directors and managers, directors and staff of extended campuses and centers. Ongoing activity.	<p>Education, under CE&O administration.</p> <p>Results also include activities with Enrollment Management, implementation of Hobson's through Enrollment Management, and efforts underway to strengthen marketing activities, among others impacting regional campuses. Staff of CE&O served on various committees in 2010-11 including the EM advisory council and college liason team. These efforts are ongoing.</p> <p>A variety of services were delivered to other student/customer groups of Community and Workforce Education, Conferences & Events, Media Production, EKU Radio, among others. Military students are served by CWE (OSHA) and CE&O remains POC with ServiceMembers Opportunity College, and in collaboration with the Registrar's Office. Against the criterion, CE&O has achieved its goals for 2010-11.</p> <p>Result/Observation Type: Strength</p> <p>Result Status: Result Closed-No further action needed</p> <p>notes: Noted is a new partnership - Regional Pathways - with EKU, Morehead State, University Center of the Mountains, and Hazard Community and Technical College to offer joint degree programming through EKU and Morehead. That project will begin enrolling students in August 2011. Preliminary work is being done prior to the kick-off date.</p> <hr/> <p>07/06/2010 - EKU OSHA Training Administrator was hired in July 2010 to continue facilitation of OSHA training and activities.</p> <p>Result/Observation Type: Strength</p> <p>Result Status: Result Closed-No further action needed</p>	<p>to the Provost (October 2010). Those efforts will continue into the fall and spring 2011-12.</p> <p>Follow-Up: 06/23/2011 - Key follow-up to Enrollment Management initiatives including Hobson's and regional campus activities here. The SOTO office is working with regional campuses on transfer areas and activities are ongoing. Technology will be utilized for student services including T150 units each campus and center has.</p> <p>Key components of the Regional Campus Report to the Provost are to be addressed in 2011-12, and are part of the regional campus 2011-15 strategic plan.</p> <hr/>
Division of Continuing Education and Outreach - S.D. 3.2 Student learning through instruction - Strategic Direction 3.2: Enhance student learning through excellence in instruction.	<p>Assessment Method: Number of courses and programs - credit, noncredit, certificate activity through departments of CE&O. Program additions are facilitated by contacts with academic colleges and departments.</p>	<p>06/30/2011 - Results against the criterion document that some programmatic progress has been made. Community and Workforce Education Department completed its 5th year of delivering OSHA programming to Ft. Rucker, Alabama. Other regionalized training took place</p>	<p>06/30/2011 - Results are used to frame and propose future activity. The report to the Provost on regional campuses (October 2010) will establish new directions on meeting the competition, adding</p>

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<p>Objective Types (Control-click to select multiple): 06-10 Plan Student Learning Objectives</p> <p>Start Date: 07/01/2006</p> <p>Objective Status: Active</p>	<p>Criterion: 3-5 programs initiated or proposed yearly.</p> <p>Who will use the data (How and When)?: Office of Dean, Associate Dean, directors of extended campuses, summer school staff, distance education office, workforce and community education among others. Academic colleges and departments. Key data used for determination of what programs are initiated.</p>	<p>at Ft. Bragg (NC), Ft. Hood (TX), Ft. Shafter (HI) with army training participants able to take advantage of credit for prior learning. Overseas courses offered on site were in South Korea and Japan. ECU OSHA has continued to rank high with other programs in the region and is now ranked #4 in the region with 1,723 students served as of June 30, 2011.</p> <p>Partnerships with ECU Regional Stewardship and receipt of RS grants continued with both CWE and with regional campuses for program delivery in 2010-11.</p> <p>A report to the Provost on regional campuses was delivered in October 2010, and continued discussions with that office and with deans are occurring and will continue in the fall and spring 2011-12. Key areas of discussion are about new programs for regional campuses and centers. The Regional Pathways partnership with Morehead State University was kicked-off in June 2011 for new program activity impacting Hazard, Manchester, and Jackson. Additionally, nursing cohorts were begun with ECU Somerset in 2010-11, and with indications of other program offerings. A new building was secured for ECU Somerset in January 2011. A cohort for homeland security courses at the Ft. Knox Wounded Warriors unit is planned for fall 2011.</p> <p>Result/Observation Type: Limitation</p> <p>Result Status: Result Open-Further action needed</p> <p>notes: This SD is still being assessed as a "limitation" for the regional campuses. However, new developments in the form of the report to the Provost on regional campuses holds promise for new or expanded program activity in 2011-12 with discussions anticipated with deans of academic colleges and with the dean of University Programs in fall 2011. Further action is needed in light of decreasing enrollments at regional campuses, and very limited program growth of the past several years intersecting with increased competition from other public and private universities and colleges.</p>	<p>new programs and services, and expanding partnership opportunities. Some of the work will entail engagements with the community, and ongoing work with educational extension agents (EEA's). Still other partnerships for academic delivery and support are relevant here.</p> <p>Major activities are growing and anticipated for 2011-12 through Community and Workforce Education via OSHA, other trainings, and community education activities at regional campuses. Deployment of staff is assessed to ensure that all areas of potential growth are covered, even in an environment of reduced overall staffing and funding for positions. This requires keen planning at the department level to the level of budget management to the dean's office.</p> <p>In 2010-11 the role of CE&O in distance learning changed with the IDC moving to the Provost Office e-Campus department as of July 1, 2011. Staff and budget moved to the Provost Office. However, Media Productions is maintained in the CE&O but projects and activities are initiated to support e-Campus, as appropriate. The ITV operations and facilitation are maintained in the CE&O credit area and a close collaboration exists with CE&O and IT. Results and assessment led to acquisition of new ITV equipment, reallocation of RUS monies (with USDA approval) to best address ITV class delivery to regional campuses and centers.</p> <p>Follow-Up: 06/30/2011 - The key follow-up in this SD is ongoing work with</p>

Objectives	Means of Assessment & Criteria / Tasks	Results/Observations	Use of Result & Follow-Up
			<p>Follow-Up: the Provost office for program delivery to regional campuses and centers. These activities move forward to the dean's and provost council discussion and action plans. Additional discussion are taking place with University Programs and College of Education for regional stewardship and education extension agents and the impact of work here on credit and non-credit areas of CE&O, as well as community engagement. Any work or proposal for new credit program activity will occur at the dean's level to the Provost via established protocols.</p> <p>Additional follow-up is anticipated with Lake Cumberland Hospital for ECU Somerset and support of College of Health Sciences faculty as new resource development.</p>
<p>Division of Continuing Education and Outreach - S.D. 3.3 Student participation in community service - Strategic Direction 3.3: Increase student participation in community service activities through CE&O.</p> <p>Objective Types (Control-click to select multiple): 06-10 Plan Student Learning Objectives</p> <p>Start Date: 07/01/2006</p> <p>Objective Status: Active</p>	<p>Assessment Method: Number of student activities and percentage of students participating in these activities.</p> <p>Criterion: Number of student activities at extended campuses to increase by a percentage as determined by extended campus directors, using previous years as a base for increase.</p> <p>Who will use the data (How and When)?: Extended campus directors. Some events have diversity and cultural themes appropriate to reporting to University-specific offices. Reports for specific KPI tracking made to University Assessment Committee.</p>	<p>06/27/2011 - Results were achieved against the criterion for 2010-11. The RSO activities have increased at regional campuses including efforts on the recycling program and "rain garden" initiatives at Corbin. The Key Performance Indicator reports completed in fall 2010 (and for 2011) documented the number and scope of students participating in these initiatives. ECU Manchester, as has all regional campuses and centers, documented large numbers of K-12 students attending leadership and other events that expose students to higher education in general, and ECU campuses and programs in particular. With the intersection of these activities with new efforts through Hobson's, greater future contacts and follow-up with students are anticipated. ECU Danville has an active cultural club and initiated several multicultural events and activities in 2010-11. There are also important interactions occurring with students, education extension agents, and</p>	<p>06/28/2011 - Results are used to determine what activities are most requested and addressed within limits of budget. Student input is secured and all regional campuses make special efforts to provide equivalent experiences for students in all activities. One key example of that is working to secure student health services at all regional campuses and making facility and equipment accommodations to make this possible for fall 2011.</p> <p>Technology has assisted these efforts along with aggressive work by regional campus directors and staff and students to secure funding through grants and other resources made available to</p>

Objectives	Means of Assessment & Criteria / Tasks	Results/Observations	Use of Result & Follow-Up
		<p>regional and center campus staff. Piloted programs in 2011 have produced excellent results. Work and efforts with EKV health center programs at regional campuses are presently occurring with hope that in fall 2011 each campus will have a health center to better serve students. The Office of Student Affairs has been instrumental in these efforts.</p> <p>The Hummel Planetarium produced KPI documentation of 15,267 individuals attending shows and presentations in 2010-11, an increase over 2009-10. Almost 500 Astronomy/Physics students attended presentations at the Planetarium. One result of these activities is acknowledgement of the need to upgrade the Planetarium to digital equipment and software. Current equipment is becoming antiquated to newer technologies. Grant opportunities are being explored.</p> <p>Students (and faculty and staff) at regional campuses and centers were able to attend Chautauqua and other lectures via Tandberg two-way video equipment during 2010-11. As noted earlier in technology assessments for regional campuses, the number of "ports" on the EKV bridge is becoming fully accessed and future acquisition of a new bridge (or some other measures) will be critical for expanded program delivery.</p> <p>Result/Observation Type: Strength</p> <p>Result Status: Result Open-Further action needed</p> <p>notes: Further action is indicated on the health center project for regional campuses. All other activities are ongoing. However, goals have been met for increased number and quality of student activities.</p>	<p>regional campuses. The Office of Student Affairs has been supportive of regional campuses also.</p> <p>Follow-Up: 06/28/2011 - 1. Student Health Services initiative for fall 2011 and making all program, equipment, and space accommodations. 2. Securing funding for student activities through grants and other resources. 3. Securing regional stewardship grants for program activities. 4. Addressing limited bridge capacity for program activities - a more long-term solution with CE&O, IT, Provost, and opportunities for grant activity. 5. Critical issues with Hummel Planetarium and need to go all-digital and replace antiquated equipment.</p>
<p>Division of Continuing Education and Outreach - S.D. 3.4 Credit and noncredit programs - Strategic Direction 3.4: Identify and implement a combination of credit and noncredit programs to meet current and future workforce needs.</p>	<p>Assessment Method: Number of programs implemented by Workforce and Community Education departments. Percentage of increase in participant participation.</p> <p>Criterion:</p>	<p>06/30/2011 - Against the criterion, this SD has been met for 2010-11.</p> <p>The OSHA Training Institute in conjunction with DOL, authorized 274 individuals as outreach instructors. The CWE got approval as a testing</p>	<p>06/30/2011 - Results are used to expand offerings of credit and non-credit programs to other locations including military installations. Programs and expansion are assessed based on potential</p>

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<p>Objective Types (Control-click to select multiple): 06-10 Plan Student Learning Objectives</p> <p>Start Date: 07/01/2006</p> <p>Objective Status: Active</p>	<p>Rollout of specific programs determined by Workforce and Community Education director and managers.</p> <p>Who will use the data (How and When)?: Office of Dean, Associate Dean, respective director and managers in the two departments - Workforce and Community Education.</p>	<p>site for the Certified Safety and Health Manager with first session held in November 2010 with 100% pass rate. During 2010-11, more than 15,275 students participated in Workforce Education classes. The OSHA Training Institute ended in June 30, 2011 ranked #5 out of 25 Centers across the US in terms of numbers of students served (up from #7 in 2010).</p> <p>New partnerships have developed and continued with military installations including - Forts Bragg, Hodd, Shafter, and oversees with South Korea and Japan. The US Army participants are able to take advantage of Credit for Prior Learning.</p> <p>Workforce training opportunities are being explored and expanded in the ECU service area with CWE staff working with regional campus and center directors.</p> <p>Result/Observation Type: Strength</p> <p>Result Status: Result Closed-No further action needed</p> <p>notes: This SD has been incorporated into new 2011-15 strategic plan for CE&O.</p>	<p>students, growth, and financial return. Since many of these activities are fee or contract based, sufficient revenue margin must be a key consideration for participation. The CE&O has well-demonstrated that its entrepreneurial efforts in such areas have payed large benefits financially and programmatically to the university. They are also key areas and documentation for regional stewardship.</p> <p>Follow-Up: 06/30/2011 - Follow-up on current programs and locations for non-credit activities including expansion. Additional classes under community education and like classes for regional campuses. Staffing increases are based on new expanded activity and sustainability of projects initiated. Work continues in enhancing the ranking and profile of the OSHA Training Institute and building upon the great success of these efforts under the umbrella of CE&O.</p>
<p>Division of Continuing Education and Outreach - S.D. 4.1 Professional development - Strategic Direction 4.1: Enhance professional development opportunities.</p> <p>Objective Types (Control-click to select multiple): 06-10 Plan Planning Objectives</p> <p>Start Date: 07/01/2006</p> <p>Objective Status: Active</p>	<p>Assessment Method: Number of professional development activities and percentage of staff attending in all departments of CE&O.</p> <p>Criterion: CE&O will see an increase in the number of staff attending professional conferences and other internal and external staff development opportunities. 100% of departments will assess their progress toward the objective of providing development opportunities for staff.</p> <p>Who will use the data (How and When)?: Office of Dean and Associate Dean, and</p>	<p>06/27/2011 - Results are that all departments have professional development plans and these plans and efforts are part of yearly performance reviews and assessed against previous years' goals. Goals against the criterion have been met for 2010-11. Additionally, the Key Performance Indicator Report, completed in fall (September/October) of each year by departments, documents all professional development activities. The 2009-10 report was completed and filed with the Office of Institutional Effectiveness on September 17, 2010, and then posted to the CE&O homepage.</p> <p>Professional development applies to full and</p>	<p>06/28/2011 - Results are used as documentation in yearly performance assessment and planning, required of university full and part-time staff. Each director/manager will complete individual plans for each employee on a yearly, or more often basis. Goals will be set and assessed each year. Some PD activities may be provided through a vendor, as budget permits. The cost and budget will dictate some PD activities like attendance at conferences, for example. All staff, particularly those presenting</p>

Objectives	Means of Assessment & Criteria / Tasks	Results/Observations	Use of Result & Follow-Up
	<p>office of budget management. These activities are also reported to University Assessment Committee for tracking of this KPI.</p>	<p>part-time staff. The forms of PD include attendance at seminars, workshops, soft-skills trainings, university-sponsored workshops hosted by HR, academic coursework, and online trainings and courses. Staff may take community education classes. Several staff have attended and/or presented at state, regional, and national professional associations including Association for Continuing Higher Education (ACHE). Other staff have attended/graduated from Leadership Madison County and Leadership Kentucky (Chamber of Commerce).</p> <p>Currently, the dean of continuing education is president of ACHE, and in that regard other staff of CE&O serve on ACHE planning committees for 2012 conference activities.</p> <p>Several staff of CE&O serve on university committees, leadership councils, and on state related commissions. These are: ADA committee, distance education committees, Chautauqua, Diversity committee, university staff council, state commissions, among others.</p> <p>Finally, several staff are completing or have completed academic degrees in 2010-11. Three staff are currently enrolled in the ECU doctoral program in education leadership.</p> <p>The specific list on PD activities of CE&O is contained in the KPI reports, KPI 4.1.1 and 4.1.2, and 4.3.1 (September 17, 2010 KPI Report).</p> <p>Result/Observation Type: Strength</p> <p>Result Status: Result Closed-No further action needed</p> <p>notes: All goals have been met. The PD activities are ongoing, and a new report for 2010-11 activities will be filed in fall 2011.</p>	<p>at regional and national conferences, are encouraged to apply for staff scholarships. Several scholarships have been awarded in 2010-11.</p> <p>Follow-Up: 06/28/2011 - A new KPI report for 2010-11 PD activities will be filed with the Office of Institutional Effectiveness in fall 2011.</p> <p>In addition, university departments have received notification from the OIE that KPI reports for the 2011-15 strategic plan will document all PD activities of the university during the upcoming SP cycle. This will continue the current practice.</p>
<p>Division of Continuing Education and Outreach - S.D. 4.2 Resources encouraging growth - Strategic Direction 4.2: Provide quality resources - physical, human and cultural - encouraging growth of educational programs and services.</p>	<p>Assessment Method: Number of programs involving other units of CE&O including Hummel Planetarium, ECU Radio, Media Production, Conferencing & Events, for example.</p> <p>Criterion:</p>	<p>06/30/2011 - Results for regional campuses and centers: 1. ECU Manchester continues work in developing conferencing capacity in addition to workforce education seminars and events. Major events for the community and organizations in the</p>	<p>06/30/2011 - Results are used in major decision making, with some decisions being made through the offices of the president and provost. Capital improvements and renovations are being made or</p>

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<p>Objective Types (Control-click to select multiple): 06-10 Plan Planning Objectives</p> <p>Start Date: 07/01/2006</p> <p>Objective Status: Active</p>	<p>100% of departments are engaged in the assessment of this objective with specific departments assessing physical structures and buildings (capital projects and renovations).</p> <p>Who will use the data (How and When)?: Multiple University areas: CE&O, Office of President, Office of Legal Affairs, Extended Campuses, Facility Services, ITDS. Projects also have oversight by state agencies, members of the Kentucky General Assembly.</p>	<p>community were held at EKU Manchester.</p> <p>2. New office location was secured for EKU Somerset with immediate effects in the increasing enrollments for the Center and significant increases in Nursing programs. A partnership is in development with Lake Cumberland Regional Hospital.</p> <p>3. No renovations have taken place at the Lancaster Higher Education Center (second building).</p> <p>4. New technology was added to campuses and centers including a second monitor for classrooms. All classrooms designated ITV are now fully-equipped at EKU Hazard.</p> <p>5. As of June 30, 2011, facilities are being renovated/equipped for the opening of health facilities (EKU Health Center) at Danville, Corbin, and Manchester with a fall opening date for students accessing these services.</p> <p>The Corbin Technology Center is no longer under the management of CE&O and has reverted back to the City of Corbin.</p> <p>The Hummel Planetarium has increased (14% increase over 2009-10) its participation numbers: 15,267 persons attending presentations; students in astronomy classes, 492; school shows, 11,564 students; and, public shows and others, 3,211. Older equipment has reached the end of useful life and must be replaced. Grants and other support are being pursued.</p> <p>WEKU Radio works to increase its donor base and ongoing program review and assessment have taken place. Media Production is under the office of Associate Dean in CE&O and continues to work in a number of areas of the university with support, including assisting the IDC with media service in support of online course delivery.</p> <p>Conferencing & Events has implemented Resource 25 and will be implementing Webviewer and Workflow components of the software. A users group continues to meet and work out all scheduling issues. With the anticipated opening of the EKU Center for the Arts in fall 2011, strong working relationships have already developed between units of CE&O and staff with the new executive director of the Center.</p>	<p>planned for facility usage. User groups and committees are utilized in the decision-making process. New MOA's and other instruments and partnerships will be crafted in 2011-12 to reflect those new processes and decisions.</p> <p>Follow-Up: 06/30/2011 - Follow-up with the new strategic planning cycle:</p> <ol style="list-style-type: none"> 1. Equipment and technology for Hummel Planetarium. 2. R25 full implementation and software components. 3. Lancaster HEC capital building renovation (second building). 4. C&WE non-credit activities at regional campuses and centers. 5. Noting that some decisions will be made through the president and provost and providing data and information to these offices, as requested.

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		<p>Result/Observation Type: Strength</p> <p>Result Status: Result Open-Further action needed</p> <p>notes: In some areas additional work is needed: implementation of R25 components for C&E; technology for Hummel Planetarium; decisions on the second building in Lancaster. These areas will continue into the new strategic planning cycle. In addition, workforce education staff will work with regional campus and center staff in development of non-credit activity.</p>	
<p>Division of Continuing Education and Outreach - S.D. 4.3 Diversity through programs and services - Strategic Direction 4.3: Support the University goal of diversity through programs and services of CE&O.</p> <p>Objective Types (Control-click to select multiple): 06-10 Plan Planning Objectives</p> <p>Start Date: 07/01/2006</p> <p>Objective Status: Active</p>	<p>Assessment Method: Number of staff involved with diversity activities including participation in professional development. Number of community activities attended by CE&O staff including leadership roles. CE&O departments support University-sponsored diversity events and involving Conferencing and Events. Distance Education supports programs impacting nontraditional students, including students with disabilities.</p> <p>Criterion: All departments involved in assessing their support for this objective. Distance Education and Instructional Development Center have worked with Office of Disability Services on the issue of Accessibility and Web Accessibility (policy development and support), for example.</p> <p>Who will use the data (How and When)?: University Assessment Committee evaluating CE&O progress toward the appropriate KPI. Office of Dean.</p>	<p>06/20/2011 - Results include multiple areas of activities relating to diversity in 2010-11. Multicultural events have been hosted at ECU Danville, Manchester, Corbin, and Lancaster, among others. Some of these events involve both on-campus and off-campus visits and presentations. Students have received many opportunities to experience diversity events including viewing certain events and discussions over ITV (Chautauqua series).</p> <p>The IDC produces audio and video transcriptions for online courses. Units of CE&O and staff were involved in ADA activities and committees. Several CE&O staff in 2010-11 served on or were involved in diversity committee and breakfast events, employee committees, and all-staff events. Staff serve on MLK, Jr. state commission, and on the Chautauqua committee. CE&O credit program staff worked on Native American Heritage Month (November 2010) and in securing Chautauqua speaker for that event.</p> <p>Diversity activities of staff and students are recorded and documented in KPI yearly reports. The 2009-10 activities were submitted to the Office of Institutional Effectiveness in September 2010. The 2010-11 activities will be documented in fall 2011 KPI report to OIE. It has also been determined that yearly KPI reports for the next strategic planning cycle, 2011-15, will continue to document diversity activities from all areas of the university.</p>	<p>06/22/2011 - Results are used to document student and staff participation and involvement in university-wide diversity activities. The Office of Student Affairs will assist and plan certain multicultural events at regional campuses and centers and provide appropriate funding. Some grants have been secured for these activities during the entire planning cycle, 2006-11. Many staff and student volunteers hours have been devoted to a host of diversity events and activities on and off campus. Of significant note, in 2007, ECU Danville, through receipt of university foundation grant, planned and executed a service learning experience for students with staff assistants to the Pine Ridge Reservation in South Dakota. They assisted Native Americans (Oglala Lakota) and organizations with donated items and service projects in June 2007. Those relationships planted during that time have continued through 2010-11.</p> <p>Follow-Up: 06/27/2011 - A KPI report for the</p>

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		<p>Result/Observation Type: Strength</p> <p>Result Status: Result Closed-No further action needed</p> <p>notes: CE&O has a large body of diversity and multicultural events and activities across all departments and involving students, staff, and faculty.</p>	<p>Follow-Up: 2010-11 activities will be filed with OIE in fall (October) 2011. Further, future KPI reports for 2011-15 planning cycle will document diversity areas among all departments, colleges, and units university wide.</p> <p>In the areas noted here, the CE&O takes great pride in our work in diversity and inclusion. The CE&O provides major documentation through its individual and collective KPI reports to the Office of Institutional Effectiveness on diversity.</p> <p>These activities are ongoing.</p>
		<p>06/28/2010 - Results include multiple participating activities during 2009-10. These include diversity events at EKU Corbin, Danville, Lancaster, and Manchester that are documented in KPI reports. Those reports are filed with Institutional Effectiveness in October of each year of this planning cycle.</p> <p>Further, other units of CE&O including Conferencing & Events organize or serve on Women's Wellness Day, Migrant Education, ADA awareness, among others. The Instructional Development Center completed 500 audio and video transcriptions for online courses in meeting ADA requirements.</p> <p>Staff of CE&O serve on diversity events and committees of the university. One staff currently serves on the Martin Luther King, Jr., state commission. Several staff of CE&O attend the yearly diversity breakfast. A number of staff serve on employee committees, including the University Diversity Committee. CE&O is also represented on the Chautauqua committee in 2010-11 academic year.</p> <p>Result/Observation Type:</p>	<p>06/29/2010 - Results are used to document student and staff participation and involvement in university-wide diversity and inclusion activities. Some of the regional campus events are coordinated or hosted with the Office of Student Affairs. It should be noted that many volunteer hours of staff are devoted to diversity and multicultural activities and events on campus and off campus.</p> <p>CE&O serves in many roles within regional stewardship.</p> <p>Follow-Up: 09/17/2010 - KPI report for 2009-10 was completed on time documenting specific areas of CE&O activity. 06/30/2010 - Diversity in all its aspects is ongoing effort with CE&O, its staff, programs, and voluntary efforts. The 2009-10</p>

Objectives	Means of Assessment & Criteria / Tasks	Results/Observations	Use of Result & Follow-Up
		<p>Strength</p> <p>Result Status: Result Open-Further action needed</p> <p>notes: KPI report for 2009-10 activities will be filed with the Office of Institutional Effectiveness by October 2010. This report will document diversity and inclusion activities of CE&O for this period.</p>	<p>Follow-Up: KPI report for diversity (KPI 1.1.3) will be completed by October 2010, and as noted in other sections, KPI's for this planning cycle are completed yearly on specific KPI activity including diversity.</p> <p>06/29/2010 - KPI report for 2008-09 has been completed with documentation of diversity events for units and departments of CE&O.</p> <p>CE&O has also been requested to assist in a Chautauqua event on Native American issues (and during Native American Heritage Month) on the theme, "Nature's Humans" set for November 18, 2010.</p>