

**2013 – 2014 Strategic Priority:
Workforce Development & Student Success**



North Carolina Agricultural and Technical State University



STRATEGIC PRIORITIES DASHBOARD REPORT SUMMARY For Period Ending April 30, 2014

| Strategic Plan Goals (5.0 & 1.0) | | Schedule | Strategic Plan Budget | % Complete |
|----------------------------------|--|--|-----------------------|------------|
| 1 | Provide faculty and administrator leadership development | | | |
| | Key Accomplishments and/or Issues: | Created a pre-assessment / survey for Department Chairs which helped to provide role clarity for them. Facilitated the Summer '13 Chairs' retreat. | | |
| 2 | Complete leadership training for administrators (Department Chairs) | | | |
| | Key Accomplishments and/or Issues: | Leadership Development / Organizational Development & Compliance Management sessions are planned for May – August '14. | | |
| 3 | Develop service-oriented campus culture (professional development) | | | |
| | Key Accomplishments and/or Issues: | Fall' 13 & Spring '14 Professional Development offerings are complete. 50 courses have been delivered in support of over 500 employees. Evaluative survey score is 4.8 based on a scale from 1 to 5. | | |
| 4 | Design and implement succession planning model | | | |
| | Key Accomplishments and/or Issues: | Completed succession planning model and developed preliminary talent profile, & decision making matrix for approval. | | |
| 5 | Enhance on-campus employment opportunities for undergraduate and graduate student. | | | |
| | Key Accomplishments and/or Issues: | Completed internal assessment of our student employees (e.g. range of pay, types of jobs currently being offered and departments that utilize student employment) as well as the draft student employment program. | | |

Metrics

Schedule / Budget: Ahead of schedule, or on track; under budget, or on target Generally off track; at risk for going off schedule or over budget Schedule off track or budget overrun

% complete: 0% 1%-25% complete 26%-50% complete 51%-75% complete >76% complete



Department Chair Leadership Development

- Planned and facilitated our Summer '13 Chairs' retreat which provided Chairs with Leadership and Professional development best practices that supported the design & implementation of their strategies for student recruitment & retention as well as the related outcome metrics.
- Worked collaboratively with the Provost to design monthly customized Leadership Development workshops for our Chairs.
 - » Areas of course content will focus on: **Leadership Development, Compliance Management, Budgeting & Operational Management, and Workforce Planning.**

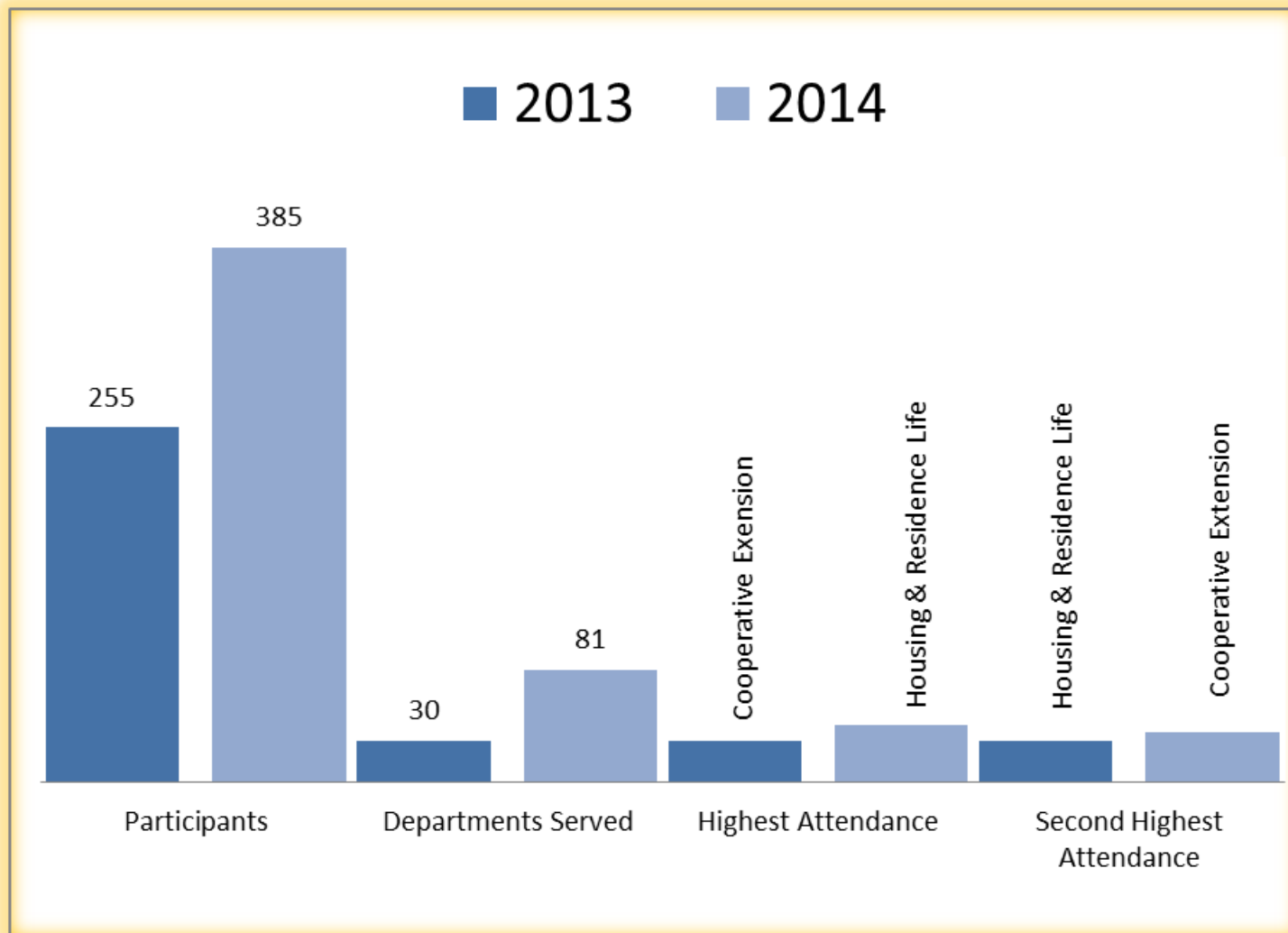


Professional Development

- Our 2013-2014 Professional Development offering consisted of 50 courses which supported over 600 employees that targeted five areas which are designed to enhance workforce development capabilities:
 - Organizational Culture
 - Organizational Development
 - Leadership
 - Diversity
 - Policies
- Our evaluative survey feedback from our customers was 4.8 based on a scale from 1 to 5.
- We have successfully delivered customized professional development workshops for The Graduate School, The School of Nursing, The School of Education, The College of Engineering, The College of Arts & Sciences, Student Affairs, Admissions, and The Department of Financial Aid.



Professional Development





Succession Planning

- Completed succession planning framework (see below) and developed preliminary talent profile, & decision making matrix for approval.

Talent Identification & Strategic Plan Alignment

- Aligned Strategy With University's Strategic Plan
- Job Performance Profiles
- "Right Fit" Talent Assessment & Selection
- Succession Planning
- Workforce Development
 - *Talent Supply / Demand*
 - *Talent Gap / Risk Analysis*
 - *Workforce Retirement Analysis*
 - *Workforce Diversity*

Performance Management & Development

- Performance Management
- Leadership Development
- Professional Development
- Career Development & Planning
- Organizational Capability
- High-Potential Talent Pipeline Relationship Management

Proactive Talent Retention

- Turnover Analysis
- Early Warning Systems
- Retention & Planning Analysis
- Employee Engagement
- Organizational Capability
- Market Competitiveness (Compensation & Benefits Benchmarking)



Succession Planning - Preliminary Design Elements

- Appoint and charge succession planning committee.
 - » Approve the plan design including outcome metrics.
- Identify and validate critical positions (i.e. roles that if the incumbent resigned / retired would place the fulfillment of our strategic priorities at risk).
- Identify and validate high potential successors.
- Complete readiness assessment aligned with professional & leadership development objectives.
- Design and implement professional & leadership development plans.
- Evaluate plan.





Student Success

- **Goal: Enhance the undergraduate and graduate student employment services at North Carolina A&T State University to:**
 - » (1) Align with expected student learning outcomes
 - » (2) Provide opportunities to support the financial obligations of students in an intellectual climate.
 - » (3) Support professional development relative to career and graduate education readiness.
 - » (4) Create ease of access via preferred student business processes and University systems.
 - » (5) Integrate student employment into the workforce and budget planning process annually, including infrastructure requirements such as establishment of salary ranges, posting requirements, evaluation processes, etc



Student Success Deliverables

- **Policy Development** to include eligibility criteria, types of assignments available, and learning outcomes.
- **Infrastructure Design** to include accountability for tracking, monitoring, reporting, and compliance.
- **Design of student employment service program components** (e.g. applications, evaluations, postings, recruitment and selection criteria).
- **Systems Configuration** and the development of the marketing / communications strategy.



QUESTIONS

