

—Institutional Effectiveness Summary for Administrative Units—

“The institution must demonstrate planning and evaluation in its administrative and educational support services ... Each unit, in its planning and evaluation processes, should consider internal and external factors and develop evaluation methods which will yield information useful to the planning processes of that unit.” SACS 1998

Date Submitted: August 25, 2000
Division Name: President's Division
Unit Name: Constituent Relations
Unit Head: Karen Breakell, APR
Participating Staff: Ana Petkov, Glenna Oro

Approved by UAC Date _____ Initials _____	Approved by UAC Date _____ Initials _____	Approved by UAC Date _____ Initials _____	Approved by UAC Date _____ Initials _____	Approved by UAC Date _____ Initials _____	
Performance Indicators		Performance Measurements		Use of Results	
The mission of the Office of Constituent Relations is to build relationships with key university constituents including students, faculty, alumni, donors, government and community leaders on behalf of the university president, by developing, managing and facilitating various events and activities which enhance UCF's image and encourage support of the university.	1. Improve internal department communication	1.a. Hire administrative assistant by 9/15/2000 1.b. Hold monthly staff meetings from 9/1/2000-4/30/2000 1.c. Establish office Standard Operating Procedures by 1/2001 1.d. Conduct 360 evaluation pre-test by 9/30/2000 and post test by 5/1/2001	1.a. [Click here and type] 1.b. [Click here and type] 1.c. [Click here and type] 1.d. [Click here and type]	1.a. [Click here and type] 1.b. [Click here and type] 1.c. [Click here and type] 1.d. [Click here and type]	
	2. Establish President's Leadership council training program	2.a. Hold biweekly meetings from 8/30/2000-4/15/2001 2.b. Host 5 internal UCF speakers per semester at PLC meetings 2.c. Conduct 2 training and leadership development seminars from 8/30/2000-6/30/2001 2.d. Conduct pre and post surveys to evaluate training effectiveness[Click here and type]	2.a. [Click here and type] 2.b. [Click here and type] 2.c. [Click here and type] 2.d. [Click here and type]	2.a. [Click here and type] 2.b. [Click here and type] 2.c. [Click here and type] 2.d. [Click here and type]	
	3. Establish communication systems for President's Leadership Council	3.a. Design PLC website by 9/1/2000 3.b. Document PLC job descriptions by 9/30/2000 3.c. Produce PLC directories of members and distribute by 10/15/2000 3.d. [Click here and type]	3.a. [Click here and type] 3.b. [Click here and type] 3.c. [Click here and type] 3.d. [Click here and type]	3.a. [Click here and type] 3.b. [Click here and type] 3.c. [Click here and type] 3.d. [Click here and type]	3.a. [Click here and type] 3.b. [Click here and type] 3.c. [Click here and type] 3.d. [Click here and type]
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