

OFFICE OF RESEARCH AND GRADUATE STUDIES

The University Mission

To lead the educational, economic and cultural development of southeast Louisiana.

Our Mission

The Office of Research and Graduate Studies (ORGS) focuses on providing services and support in an effort to increase scholarly activity, enlarge our research portfolio, enhance the quality and increase the number of graduate students and stimulate economic development in our region. We achieve our mission through collaboration with University colleagues which in turn assists faculty and staff in securing funding for research and creative activities and providing service and leadership regarding graduate education. Our goal is to provide courteous, effective and efficient service. We value and adhere to the highest ethical standards, and conduct all business in compliance with appropriate Federal regulations and external accrediting agency standards.

Objectives assessed and evaluated to ensure continuous improvement of procedures and processes of the ORGS and reporting units.

Objective 1: ORGS supports the mission of the University (educational, economic and cultural)

- Assessment: Substantiating support and information
 - Number of grants and contracts submitted to funding agencies
 - Number of grants and contracts awarded
 - Total dollar awarded
 - Total research and creative activity expenditures (internal and external funding sources)
 - Economic impact of research and creative activity of the North Shore region.
 - Number of graduate degree seeking students enrolled
 - GPA of admitted graduate students
 - Number of graduate degrees awarded each year
 - Number of professional development/workshop opportunities provided

Objective 2: The mission of ORGS is defined and regularly evaluated

- Assessment: User opinions and feedback
 - Customer evaluations will be assessed by office personnel for the ability to improve ORGS functions and operations.
 - Plans for deploying useful suggestions are developed.
- Assessment: Continuous improvement cycle using valid user opinions and feedback.
 - Plans for improving services and processes are deployed
 - New deployments are assessed routinely to ensure that appropriate outcome is achieved
 - An ongoing continuous improvement cycle is deployed.
- Additional assessment questions for user surveys
 - Are questions and requests addressed in a courteous manner?
 - Are questions and requests addressed in a prompt, timely manner?
 - Is correct information provided?
 - Do personnel seek answers to questions they cannot answer immediately and respond to the customer in a timely manner?
 - Are appropriate programs in place to assist faculty to achieve their scholarly goals?
 - Does the office utilize advice from appropriate committees and councils for improvement?
 - Are changes in procedures and processes discussed with users in advance of deployment?
 - Do all office personnel work in a collaborative manner with customers?

- Do office personnel appear to work in a collaborative manner with each other?
- Overall satisfaction rating of ORGS by customers?

Objective 3: Management criteria are established and shared with office and unit personnel

- Assessment:
 - Annual assessment of personnel
 - Routine assessment of office operations
 - Balanced budget and effective utilization of resources
 - Development of strategic plans for research and graduate studies
 - Routine assessment and modification of strategic goals and plans
 - Compliance with federal, state, and local laws
 - Assurance of adhering to applicable standards of educational / institutional accrediting agencies