

COMPREHENSIVE PROGRAM REVIEW 2002-2003
UNIVERSITY PROGRAM REVIEW COUNCIL'S EVALUATION
for the

Center for International Training and Services (Con Ed)
SERVICE/RESEARCH CENTER

I. COUNCIL'S GENERAL OBSERVATIONS ABOUT THE CENTER

The Center for International Training and Services has proved profitable in delivering training services to China in particular, and it has recently expanded its services to countries beyond China, e.g., Afganistan and Eastern Europe.

<u>Focus of Evaluation</u>	<u>Self-Study Eval</u>	<u>Council's Eval</u>
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PRODUCTIVITY INDICATORS

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| II. Summary of Center's Overall Productivity
Council's Observations:
A pattern of growth since 1998 (with the exception of 2001) shows increased interest in the Center's offerings and its ability to sustain a profit. Planning, organization and implementation of the sponsored programming are of high quality and no doubt contribute to the returning clients. | Very Strong | Very Strong |
| II A. Fulfillment of the Center's Purpose & Attainment of Goals
Council's Observations:
The Center's purpose is broader than the current clientele it serves, namely, China. (The move to expand services to Eastern Europe indicates some awareness of this broader mission.) While there may be a number of valid reasons for the narrower focus, the purpose and goals are not consistent with practice. | Very Strong | Satisfactory |
| II B. Services Rendered by the Center to the Campus Community
Council's Observations:
Contractual arrangements with governments and KSU programs benefiting from the activities of the Center are solid and potentially growing. | Very Strong | Very Strong |
| II C. Services Rendered by the Center to External Communities
Council's Observations:
This component may be stronger than the benefit to the campus community because of the number of activities supported by the Center. | Very Strong | Very Strong |
| II D. Grants & Contracts Acquired by the Center
Council's Observations:
The current funding adequately covers the expenses of the Center and, in fact, shows a profit in most years. | Strong | Strong |
| II E. Center Publications, Reports, & Professional Presentations
Council's Observations:
Professional contributions between 1994 and 2001 by the Center Director were limited to three presentations and one published article. For greater visibility for the Center, more presentations at professional conferences and other events are necessary. | Satisfactory | Satisfactory |

- II F. Sponsorships, Endowments & Gifts Acquired for the Center Strong Strong
 Council's Observations:
The list of external contributors contains the names of large well-known companies, federal and state agencies, and local governments. The amounts of individual/corporate/agency gifts are unknown but one assumes the contributions were instrumental in meeting the Center's expenses. The reviewers might conclude from the impressive list of contributors that this rating should be "very strong," but the reviewers decided to accept the Center's rating on this criterion.
- II G. Sales, Service Fees, & Income Generating Activity Satisfactory Strong
 Council's Observations:
Revenue trend suggests very good income for the Center. If there are unmet needs, the case was not made.
- II H. Return on Investment Strong Strong
 Council's Observations:
A self-supporting center, repeat clients, public awareness, and recognition by foreign governments demonstrate the return on investment for the Center.
- II I. Contribution to Achieving KSU's Mission Very Strong Very Strong
 Council's Observations:
The nature of the Center's mission itself is consistent with a significant part of the university's mission related to global and international issues.
- QUALITY INDICATORS
- III. Summary Conclusions About the Strength of the Center's Overall Quality Very Strong Very Strong
 Council's Observations:
The Council agrees with the basis of support for this criterion.
- III A. Public Recognition, Honors & Awards Received by the Center Strong Strong
 Council's Observations:
The Council agrees with the basis of support for this criterion.
- III B. Stakeholder Satisfaction with the Center's Work & Accomplishments Very Strong Very Strong
 Council's Observations:
Feedback from surveys, repeat clients, and expanded programming show very high satisfaction.
- III C. Other Assessments of the Quality of the Center's Work Very Strong Strong
 Council's Observations:
The evidence supports a rating of Strong. More specific evidence is required for consideration of a higher rating.
- III D. Center's Responsiveness to State Needs & Changing Conditions Very Strong Strong
 Council's Observations:
The evidence supports a rating of Strong. More specific evidence is required for consideration of a higher rating.

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| III E. | Quality of the Faculty & Staff Supporting the Center
Council's Observations:
The rating is based upon the qualifications of the Director and the Center's current focus on China. | Very Strong | Very Strong |
| III F. | Quality of KSU Facilities & Equipment Supporting the Center
Council's Observations:
The KSU Center is well equipped to accommodate the activities of the center. | Very Strong | Very Strong |
| III G. | Quality of the Overall Annual Financial Investment in the Operation of the Center
Council's Observations:
Profits of 30-50% are made with each delegation according to the report. The report indicates a need for increased funding but a stronger, more definitive case will have to be made to justify the need. | Strong | Very Strong |
| III H. | Quality of Advanced Technology Available to the Center
Council's Observations:
Hardware and presentation capabilities at the KSU Center are advanced. The need expressed for more English/Chinese software for communication purposes is understandable in light of the clients currently served by the Center. In addition, as the Center considers ways to expand its services, additional software to facilitate other foreign languages may also be desirable. | Strong | Strong |
| III I. | Leadership Position of the Center
Council's Observations:
The Council agrees with the basis of support for this criterion. | Very Strong | Very Strong |
| IV. | CENTER'S VIABILITY AT KSU
Council's Observations:
The Center is sustained by the current and ongoing interest in China. Further, this Center has potential for significant growth with new opportunities for collaboration with other foreign countries and the increasing global expansion of KSU's curriculum. | Viable | Viable |
| V. | MODEL CENTER POTENTIAL
Council's Observations:
The Center is well positioned to establish future collaborations with other countries considering the contacts already made and experience of working so extensively with one country. | Very Strong | Very Strong |
| VI. | COUNCIL'S OBSERVATIONS ABOUT THE PLANS FOR IMPROVING QUALITY & PRODUCTIVITY
The plans are reasonable as it is likely the focus of the Center will continue to be China. | | |

VII. EXPAND, MAINTAIN CONSOLIDATE, OR DISCONTINUE

Council's Observations:

Maintain or consolidate

The movement to develop programs with an Eastern European focus suggests that the Center is concerned with making its programs more truly “international” in scope in the future while maintaining an emphasis on programs related to China which is an exceptionally deep and strong market for its services.

COUNCIL'S RECOMMENDED FOLLOW-UP

The Council recommends that international initiatives being undertaken by various Centers in various campus units need to be coordinated to strengthen communication among these programs and to avoid duplication.