

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

**PROJECT IDEAS**  
SERVICE/RESEARCH CENTER

I. COUNCIL'S GENERAL OBSERVATIONS ABOUT THE CENTER

Project Ideas nine years of operation have given KSU name recognition within the workforce development community. Its current financial contribution to the University justifies continued support. The reviewers agree with the self-study report that the continuation of the Center has its challenges.

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

PRODUCTIVITY INDICATORS

II. Summary of Center's Overall Productivity Council's Observations:	<b>Strong</b>	<b>Strong</b>
---	---------------	---------------

This Center has successfully evolved from a grant-supported Center with a limited mission into an entrepreneurial self-supporting and contributing Center within Continuing Education.

II A. Fulfillment of the Center's Purpose & Attainment of Goals Council's Observations:	<b>Strong</b>	<b>Strong</b>
--	---------------	---------------

The project is productive at fulfilling its purpose and achieving its goals. It has become self-sustaining and realizing a profit.

II B. Services Rendered by the Center to the Campus Community Council's Observations:	<b>No Rating</b>	<b>Satisfactory</b>
--	------------------	---------------------

Activities have not been focused except for the recent State Department-sponsored training for women from Afghanistan.

II C. Services Rendered by the Center to External Communities Council's Observations:	<b>No Rating</b>	<b>Strong</b>
--	------------------	---------------

Focuses almost exclusively on service to external communities through its contract training, working extensively with federal, state, and local government agencies. The Project Director and the Assistant Director are very active in professional associations and conferences.

<u>Focus of Evaluation</u>	<u>Self-Study Eval</u>	<u>Council's Eval</u>
II D. Grants & Contracts Acquired by the Center Council's Observations:	<b>No Rating</b>	<b>Strong</b>
Grants and contracts are the “lifeblood” of Project ideas. They have an approximate 90% success rate in obtaining grants, largely supported by the Georgia Department of Labor.		
II E. Center Publications, Reports, & Professional Presentations Council's Observations:	<b>No Rating</b>	<b>Satisfactory</b>
Project Ideas does not develop reports for general distribution and does not write for scholarly publications. Presentations at state and national meetings are marketing in nature, not scholarly.		
II F. Sponsorships, Endowments & Gifts Acquired for the Center Council's Observations:	<b>No Rating</b>	<b>Weak</b>
Reviewers conclude that very little effort, if any, has been made in this area.		
II G. Sales, Service Fees, & Income Generating Activity Council's Observations:	<b>Strong</b>	<b>Strong</b>
Project Ideas is self-supporting and generates enough revenue to contribute to Continuing Education’s general operating expenses and realize a modest profit. However, Project Ideas’ ability to grow is somewhat restricted by the highly personal nature of the services it delivers and the unique knowledge and skill sets possessed by the staff who deliver these services.		
II H. Return on Investment Council's Observations:	<b>Strong</b>	<b>Strong</b>
The Center covers all of its direct costs and contributes a significant amount to the division’s overall expenses. The Center’s reputation has spread throughout the southeast and expands the “universe” of people who know about KSU.		
II I. Contribution to Achieving KSU's Mission Council's Observations:	<b>Strong</b>	<b>Strong</b>
The Center contributes to KSU’s mission by its commitment to “continuous improvement in an increasingly diverse and constantly changing learning community.”		

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

QUALITY INDICATORS

III. Summary Conclusions About the Strength of the Center's Overall Quality Council's Observations:	<b>Exemplary</b>	<b>Strong</b>
--	------------------	---------------

Quality rests mainly with the reputation of a Director and Assistant Director. The Center is cognizant of the impact of the upcoming retirement of the Director and are planning for anticipated changes that may affect the quality of the Center. The reviewers believe the quality may change; therefore an exemplary rating may be inflated.

III A. Public Recognition, Honors & Awards Received by the Center Council's Observations:	<b>Strong</b>	<b>Satisfactory</b>
--	---------------	---------------------

The reviewers find evidence of recognition for quality training by the Center. However, most of the recognition appears to be internal.

III B. Stakeholder Satisfaction with the Center's Work & Accomplishments Council's Observations:	<b>Exemplary</b>	<b>Strong</b>
---	------------------	---------------

While customer satisfaction appears high and evaluation course forms average better than 3.3 on a scale of 4.0, there is not enough adequate data to fully support “exemplary” rating.

III C. Other Assessments of the Quality of the Center's Work Council's Observations:	<b>Strong</b>	<b>Satisfactory</b>
---	---------------	---------------------

Other than stakeholder satisfaction indicators, there are no other assessments of the Center’s work. No comparators indicated.

III D. Center's Responsiveness to State Needs & Changing Conditions Council's Observations:	<b>Exemplary</b>	<b>Strong</b>
--	------------------	---------------

The Center’s very existence is evidence of the staff’s ability to recognize and respond to changing conditions. The reviewers are unable to determine how self-study committee arrived at exemplary rating.

:

<u>Focus of Evaluation</u>	<u>Self-Study Eval</u>	<u>Council's Eval</u>
<p>III E. Quality of the Faculty &amp; Staff Supporting the Center Council's Observations</p>	<b>Exemplary</b>	<b>Strong</b>
<p>The Director and the Assistant Director are recognized throughout the southeast for their expertise and for their quality training. The support staff is adequate to meet the needs of the Center.</p>		
<p>III F. Quality of KSU Facilities &amp; Equipment Supporting the Center Council's Observations:</p>	<b>Strong</b>	<b>Strong</b>
<p>The facilities, equipment and technical support provided by KSU 's Continuing Education is strong.</p>		
<p>III G. Quality of the Overall Annual Financial Investment in the Operation of the Center Council's Observations:</p>	<b>Strong</b>	<b>Strong</b>
<p>Clear evidence has been presented in self-study to indicate a strong quality of overall financial investment.</p>		
<p>III H. Quality of Advanced Technology Available to the Center Council's Observations:</p>	<b>Satisfactory</b>	<b>Satisfactory</b>
<p>Advanced technology is not needed at this time to deliver course.</p>		
<p>III I. Leadership Position of the Center Council's Observations:</p>	<b>Exemplary</b>	<b>Strong</b>
<p>The Center is the only such institute in the southeast and one of only two housed in a university setting. The reviewers found that the Center functions mainly within Georgia.</p>		
<p>IV. CENTER'S VIABILITY AT KSU Council's Observations:</p>	<b>Exemplary</b>	<b>Strong</b>
<p>Viability is strong at present. Self-study reveals concern for future due to possible changes in staff and expertise availability.</p>		

<u>Focus of Evaluation</u>	<u>Self-Study Eval</u>	<u>Council's Eval</u>
<p>V. MODEL CENTER POTENTIAL Council's Observations:</p> <p>Until the Center defines its future and potential, they cannot move ahead with achieving “model program” status.</p>	<b>Model Program</b>	<b>Strong</b>
<p>VI. COUNCIL'S OBSERVATIONS ABOUT THE PLANS FOR IMPROVING QUALITY &amp; PRODUCTIVITY</p> <p>The self-study has articulated well-developed plans for improving quality and productivity.</p>	<b>No Rating</b>	<b>Strong</b>
<p>VII. EXPAND, MAINTAIN CONSOLIDATE, OR DISCONTINUE Council's Observations:</p> <p>Their existence as an independent unit depends on its director. The reviewers raise the question if this Center should remain an independent unit or consider consolidation with the Center for Conferences.</p>	<b>No rating</b>	<b>Maintain/ Consolidate</b>

COUNCIL'S RECOMMENDED FOLLOW-UP