

Link to Strategic Plan	Outcome	Assessment/ Measures and Target Performance Levels	Strategies to Achieve Target Performance Level	Result: Data results	Analysis	Action Plan
2, 3	Increase the efficiency and competency of all student workers	<ul style="list-style-type: none"> <li>Student employees will receive a minimum of 10 hours of professional development hours a year.</li> <li>The center will serve as a training site for at least 75 NJCU students a year.</li> </ul>	<ul style="list-style-type: none"> <li>The center provides monthly staff meetings involving relevant professional development topics.</li> <li>Student employees are required to take information learned in professional development sessions and apply it to the classroom environment.</li> <li>The center will schedule NJCU students to complete coursework and receive relevant training at the center.</li> </ul>	<ul style="list-style-type: none"> <li>Student employees completed an average of 10.5 hours during 2016-2017.</li> <li>Student employees were evaluated on how they apply what they have learned to the classroom. Staff assisted student workers who were struggling in certain areas and addressed issues at staff meetings.</li> <li>During 2016-2017, the center served as a training site for <u>101</u> NJCU students in various academic disciplines including Early Childhood Education, Educational Psychology, Nursing and Play Therapy.</li> </ul>	<ul style="list-style-type: none"> <li>Staff members worked closely with student workers to increase their skills.</li> <li>The center accommodated NJCU students and ensured that the students successfully completed course work and received relevant training.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to provide student employees with training and hands-on experiences that will increase their efficiency and competency.</li> <li>Continue to work with various academic departments to assist and schedule NJCU students and serve as a training site.</li> </ul>
4	Adjust and implement policies and procedures to best meet the needs of the children, families and the center.	<ul style="list-style-type: none"> <li>Family Survey <ul style="list-style-type: none"> <li>At least 90% of families will be satisfied with the child care service and recommend the center to others.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Gather data from the family survey and assess what changes are necessary and feasible to meet the needs of families and staff.</li> </ul>	<ul style="list-style-type: none"> <li>Only 10% of surveyed families indicated that they would like to see the center hours expanded after 5pm.</li> <li>100% of surveyed families indicated that they would recommend the center to others.</li> </ul>	<ul style="list-style-type: none"> <li>Only a few families would like see changes in center hours to accommodate their employment and/or academic needs.</li> <li>All of the families indicated being satisfied with the center and that they would recommend the service to the campus community.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to survey families on an annual basis.</li> <li>Due to budget restraints, expanding center hours was not achievable this academic year.</li> </ul>

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	Provide child care services to the campus community.	<ul style="list-style-type: none"><li>Reach enrollment capacity each semester (40 children enrolled each semester).</li></ul>	<ul style="list-style-type: none"><li>The center will attend university wide events to promote the child care service (orientation, open house, etc.)</li><li>The center will deliver flyers to various departments on campus as a promotion method.</li></ul>	<ul style="list-style-type: none"><li>Center enrollment for 2016-2017 varied as follows: Summer II 2016- 28 Fall 2016- 26 Spring 2017- 28 Summer I 2017- 20</li><li>The center consistently enrolls about 13-15 children in each classroom every semester and these numbers do not reflect the 7-10 children that the center provides care for in emergency and drop in cases each semester.</li></ul>	<ul style="list-style-type: none"><li>Enrollment for each semester varied.</li></ul>	<ul style="list-style-type: none"><li>Continue to vigorously advertise and promote the center by attending university wide events, delivering flyers and utilizing social media networks.</li></ul>