

DLPE Institutional Effectiveness for AY 2007
October 22, 2007

Annual Progress in Assessing Institutional Effectiveness

1. DLPE and OOD conducted a climate survey and used the results to undertake minor organizational changes and to launch internal team-building and customer service training programs.
2. DLPE submitted materials for IACET (International Association for Continuing Education Training) accreditation of our Defense Technologies professional education program.
3. DLPE revised our customer service survey for Global Learning Center space rental customers.
4. DLPE instituted weekly “Go-NoGo” meetings to increase enrollments in short courses and to free up additional space for rental functions.
5. DLPE instituted new processes (“Right from the Start” and “Genesis”) to guide yearly renewal of short courses as well as the development of new short courses.

Summary of Major DLPE Accomplishments in AY 2007 (in terms of DLPE’s seven strategic objectives)

1. Fiscal Responsibility. Gross revenue (all sources) increased 14% from \$20.6 to \$23.5 million. Generated significant new resources from the sales of excess educational spectrum to Clearwire. CEU’s increased 4% to 41,765. Language Institute enrollment (intensive English program) increased 15% to 1,229. Eighty-eight MS students graduated through the DL program. Global Learning Center space rentals increased 8% to \$1.94 million. With the help of the spectrum lease, DLPE met its debt service for the first time. DLPE returned \$7.6 million to Georgia Tech units, an increase of 11% from FY06.
2. Campus Partnerships. DLPE continues to work with campus academic units. Currently engaged with the College of Engineering (AE, ECE, ISyE) and GTRI in developing a Professional MS degree in Systems Engineering. DLPE continues to work with the College of Sciences and CEISMC in providing Georgia Tech calculus courses to 100 local high school students.
3. Program Inventory. DLPE continues to grow customized off-site programs by working closely with academic units. DLPE has initiated a seed grant program using funds from the educational spectrum lease to encourage academic units to develop new non-credit programs and to extend current credit-side programs for distance delivery. DLPE is working with the College of Computing on the distance delivery of the Computational Science and Engineering MS degree and Ph.D. coursework.
4. Customer Service. DLPE continues to provide a high level of customer service and has continued to provide employees with additional training to sustain our performance.
5. Marketing & Sales. Patrice Miles was hired as the new Director of Marketing and Sales.
6. Staff Development. Thomas Vance was hired as Director of Human Resources (a fifty percent appointment). Thomas has revised and improved DLPE’s HR processes.
7. IT and Infrastructure. DLPE completed its move of non-credit programs into the BANNER system. Gretchen Belgum was named DLPE Registrar. DLPE invested significant funds to upgrade the class check-in and food break lounges of the Global Learning Center.