



COLLEGE of HEALTH & HUMAN SERVICES

CORE SERVICES TEAM STRUCTURES

Shared Services

Shared services represent the provision of services by a core group or team of people where the service has previously been found in more than one part of the College. Thus, the funding and resourcing of the service is shared and the providing group or team becomes an internal service provider to the entire college. The shared services model allows the college to consolidate services that are used across the College such that teams of subject matter experts are created to eliminate redundancy and better serve the faculty, staff and students of the College. The CHHS Service Team Model is the operationalization of shared services within an academic college that facilitates effectiveness and efficiencies in support of operations and administrative functions for our primary mission critical areas: teaching, research and service. The following represent the service teams within the CHHS.

Academic Affairs Operations

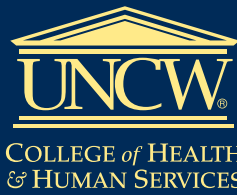
This team is responsible for providing cross-cutting services to the Schools and College that facilitate the academic operations that underpin the delivery of the curriculum. This includes, but is not limited to Banner entry of course schedules and instructors of record; clinical placement/practicum logistics; and curriculum development and revision, accreditation and monitoring of student learning outcomes/competencies. The Academic Operations Team members report to the academic affairs operations coordinator who reports to the associate dean of academic affairs. The appointment of the team members and the coordinator of academic affairs operations is governed by the State Human Resources Act (SHRA) and UNCW Human Resource policy. Each member of the team undergoes an annual performance review by the coordinator. The coordinator undergoes an annual performance review by the associate dean of academic affairs. The coordinator is accountable to the associate dean for academic affairs for accomplishing clearly stated goals and objectives. Click [here](#) to view the Academic Affairs Operations Team.

Student Success

This team is responsible for providing cross-cutting services to the Schools and College that contribute to the success of our students as they consider, study and practice health and human services. Services include advising, student development, internship/practicum logistical assistance, student records, etc. Student Success Team members report to the assistant dean for student success. Student Success Team members are either EHRA non-faculty appointments or SHRA appointments. Each member of the team undergoes an annual performance review by the assistant dean for student success (or appropriate supervisor). Team members are accountable to the assistant dean for performance against clearly stated goals and objectives. Click [here](#) to view the Student Success Team.

Business Services

This team is responsible for providing cross-cutting services to the Schools and College related to our resource



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management (finances, human resources, technology and capital equipment, event coordination and operational/facility issues). The Business Services Team reports to the assistant dean for finance and resource management. The appointment of team members is governed by the State Human Resources Act (SHRA) and UNCW Human Resource policy. Each member of the team undergoes an annual performance review by the assistant dean for finance and resource management (or appropriate supervisor). Team members are accountable to the assistant dean for finance and resource management for performance against clearly stated goals and objectives. Click [here](#) to view the Business Services Team.

Data Analysis and Grant Support Services

This team is responsible for providing cross-cutting services to the Schools and College related to our data analysis and proposal development efforts. The Data Analysis and Grant Support Services Team reports to the associate dean for research and innovation. The appointment of team members is governed by the State Human Resources Act (SHRA) and UNCW Human Resource policy, as well as the Graduate School. Each member of the team undergoes an annual performance review by the associate dean for research and innovation. Team members are accountable to the associate dean for performance against clearly stated goals and objectives. Click [here](#) to view the Data Analysis and Grant Support Services Team.

Communications and Marketing

This team is responsible for providing cross-cutting services to the Schools and College related to our communications and marketing. This team, under the direction of the communications and marketing coordinator, collaborates with the UNCW Office of University Relations and the chief communications officer as appropriate. Areas of focus include, but are not limited to, web page design and maintenance, social media communications, development of marketing materials, development and assistance in dissemination of program recruitment materials, development and dissemination of event materials and development and dissemination of college/school communication materials. The Communications and Marketing Services Team reports to the communications and marketing coordinator. The appointment of team members is governed by the State Human Resources Act (SHRA) and UNCW Human Resource policy. Each member of the team undergoes an annual performance review by the communications and marketing coordinator. Team members are accountable to the communications and marketing coordinator for performance against clearly stated goals and objectives. Click [here](#) to view the Communications and Marketing Team.

Advancement

This team is responsible for providing cross-cutting services to the College and Schools and related to advancement. The director of development for major gifts for CHHS coordinates with University Advancement members who specialize in annual giving, alumni relationships and corporations and foundations to create a team approach to CHHS advancement activities. The director of development for major gifts for CHHS reports to the vice chancellor for university advancement and works under the supervision of the dean of the CHHS. Click [here](#) to view the Advancement Team.