SHARED SERVICES: CORE SERVICE TEAMS

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 the resourcing of the service is shared and the providing group or team becomes an internal service provider to the entire college. The shared services (core service team) 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. 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 Core Service Team members report to the academic affairs operations coordinator, who reports to the associate dean for 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 for 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. The Student Success Core Service 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). The team members are accountable to the assistant dean for performance against clearly stated goals and objectives. Click here to view the Student Success Team.
Research and Innovation

This team is responsible for providing cross-cutting services to the schools and college related to our research and innovation efforts. The Research and Innovation Core Services Team reports to the associate dean for research and innovation. The appointment of Research and Innovation 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. The Research and Innovation Core Service Team members are accountable to the associate dean for research and innovation for performance against clearly stated goals and objectives. Click here to view the Research and Innovation Team.

Community Engagement

This team is responsible for providing cross-cutting services to the schools and college related to our community engagement and impact efforts. The coordinators for the Center of Healthy Communities and the Center for Workforce Development report to the assistant dean and provide support for community engagement and impact programing. The appointment of Center coordinators 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 community engagement. The Community Engagement Core Service Team members are accountable to the assistant dean for community engagement for performance against clearly stated goals and objectives. Click here to view the Community Engagement Core Service Team.

Business Services

This team is responsible for providing cross-cutting services to the schools and college related to resource 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 Business Services 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). The Business Services 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.

Communications and Marketing

This team is responsible for providing cross-cutting services to the schools and college related to our marketing and communications. This core service team, under the direction of the marketing and communications 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 Core Services Team reports to the communications and marketing coordinator. The appointment of Communication and Marketing employees 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 marketing and communications coordinator. The Communications and Marketing 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.

Program Assessment, Accreditation and Development

This core service team is responsible for providing cross-cutting support services to the schools and college related to program assessment, accreditation and development. This team, under the direction of the director of program assessment, accreditation and development, collaborates with the school directors and associate directors, academic program coordinators and the CHHS Leadership Team. The associate dean for academic affairs and the assistant dean for finance and resource management are members of this team. Areas of focus include, but are not limited to strategic planning, scheduling, and coordination of accreditation activities; planning, implementation and use of assessment of student learning to improve educational quality (Institutional Effectiveness); and providing leadership and support for program evaluation and the development of proposals for new programs. The director of program assessment, accreditation and development will also assist college specific administrative offices with their assessment plans and will collaborate closely with the director of assessment/institutional effectiveness within institutional research and planning. The director of program assessment, accreditation and development is accountable to the dean for performance against clearly stated goals and objectives.

Advancement

This core service team is responsible for providing cross-cutting services to the college and schools related to fundraising. 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 of University Advancement and works under the supervision of the dean of the CHHS. Click here to view the Advancement Team.