SPS GOALS
2012-13
Goal One:

Develop a robust, targeted, need-based training program for DGAs and PIs in coordination with RIGE sister units.
Metrics:

• An updated electronic annual training calendar including online registration and notifications

• Collection and analysis of evaluations gauging interest and usefulness of trainings and the development or modification of trainings as indicated by the evaluations
Goal Two:

Provide SPS staff with training and professional development opportunities in keeping with UO, RIGE, SPS and individual staff goals.
Metrics:

• Reduced staff turn-over
• Creation of subject matter experts as demonstrated by staff developing and/or leading DGA trainings and discussions at DGA meetings.
• Accomplishment of staff goals as indicated in their evaluations.
• Analysis of staff trainings and professional development opportunities provided including attendance and evaluations
Goal Three:

Improve SPS services provided to the research community.
Metrics:

• Analysis of internal SPS procedures that were created and/or updated to maximize efficiency and ensure compliance.

• Development and analysis of accurate SPS performance assessments to better understand and target areas of concern.

• Customer satisfaction and general perception surveys and evaluations.
Thank you!