

Strategy Map		Action Plan					
Focus	Objectives	Initiative	Budget	Resp Party	Timeline	Status	
Mission							
Lagging Indicator	Quality of Output (our students)	Number of applications	Work with ULM Office of Recruitment and Admissions to promote the COP to qualified high school seniors	No additional cost	OSPA	Some activities attended; need to increase involvement	
	If we are successful, how do we look to our stakeholders (alumni, employers, potential students)?	NAPLEX scores	Regularly evaluate NAPLEX review materials provided to P4 students; revise as necessary	Potential cost increase			Currently using PharmPrep
		Post-graduate training	Provide students with additional information about post-graduate training opportunities, timelines and offer advice regarding application materials	No additional cost			Currently offering a Career Development elective to P3 students
		Recruiting activity by employers	Increase efforts to promote the career fair to potential employers	Minor cost increase			OSPA responsible for recruitment of employers
		Donations to COP	Increase efforts to promote alumni activities	Minor cost increase			Development officer currently promoting alumni events
		Alumni involvement					
Program Quality							
To achieve our vision, how must we look to our customers (students)?	Elective Options (APPE and didactic) variety & format	Develop new elective designed to be taken online to maximize summer hours.	No additional cost	Dr. Brady, Caldwell, A. Pate, K. Pate, & Sampognaro	Fall 2013	Course developed and approved for Summer 2013 offering	
	Employer Satisfaction	Consider online format for courses, where appropriate	No additional cost	Curriculum Committee	Need input from Hays considering other issues on CC's list of tasks.	Already exploring options for 4014 & 5006	
	Preceptor Satisfaction	Begin in-depth reviews of each module to eliminate redundancies/discrepancies and ensure thorough integration.	No additional cost	Dept Chairs & Curriculum Committee	Complete 4 courses per year, beginning in July 2013 by end of FY14	CC to develop template; Dept Heads to make initial assignments	
	Student Satisfaction (Pharm D and Graduate)	Incorporate focus group results into planning processes by affected committees and sub-units.	No additional cost	Various committees and sub-units		Information forwarded on 06/28/13. Action reports will be requested for inclusion in next year's annual reports.	
Internal Processes							
To satisfy our customers and stakeholders, at which processes must we excel?	Maintain relevant / contemporary curriculum	Include specific skillsets in Curricular Objectives, e.g., asthma inhaler techniques, etc.	No additional cost	Curriculum Committee	Completion by FY 15		
	Maintain ACPE standards	Need standardized policy/procedures for on-campus student emergencies	No additional cost	OSPA OEE		OSPA has developed something for labs. Will this work in all locations? Have all faculty been oriented to the plan?	
		Need policy/procedure for handling natural disasters for P4 students - reports with student locations, when to evacuate, etc.	No additional cost			Need standardized response from OEE regarding procedures for hurricanes, ice storms, etc.	
	Establish a consistent emergency response.	Develop mechanism to review overall student GPA's by semester to identify problematic semesters (e.g., semester 6)	No additional cost	MPA Committee	end of FY14		
		Develop Policy/procedure to address courses with high non-progression rates.	No additional cost	Academic Affairs	end of FY13	Remediation plan established. Mandated remediation occurs when NPR > 7%, which identifies curricular problem	
	Ensure appropriate classroom rigor (Rigor is creating an environment in which each student is expected to learn at high levels, and each is supported so he or she can learn at high level, and each student demonstrates learning at high level. (Blackburn, 2008).)	Develop a plan to address the issues identified in Semester 6	No additional cost			Curriculum committee	
	Develop method of evaluating committee services	No additional cost	Associate Deans	beginning of FY14	Form developed and shared with CAS faculty. Need to share document with BPS Dept Chair.		
	Faculty scholarship						
	Faculty leadership						
	Faculty service						
Faculty -pharmacy practice							
Skills & Tools							
To achieve our mission, how must we learn and improve?	Faculty development opportunities	Request faculty to submit ideas for seminars and to volunteer to conduct seminars.	No additional cost	Faculty development committee.			
	Service income opportunities	Consider faculty development funding when developing budget for FY14.	Undetermined	Administration	By August 2013		
		Develop one central repository for ALL policies / procedures	No additional cost	Michelle Massey	By end of FY14		
	Faculty satisfaction	Develop periodic news update for faculty	No additional cost	Assoc Dean of Assessment	Beginning new July 2013	1st issue was June 2013	
	Curricular reviews	Include faculty spotlights in newsletter	No additional cost	Dir of Development			
		Include reports on faculty/student activities in newsletter	No additional cost	Dir of Development			
	Level of funding	As faculty who present CE seminars for local associations to include what we are doing in classroom/ research related to their topics	No additional cost	Administration	August 2013 issue		
	Faculty/student engagement						
	Alumni relations						
	Student development						

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Lagging Indicator	Quality of Output (our students) If we are successful, how do we look to our stakeholders (alumni, employers, potential students)?		Number of applications NAPLEX scores Post-graduate training Recruiting activity by employers Donations to COP Alumni involvement					
	Program Quality To achieve our vision, how must we look to our customers (students)?		Elective Options (APPE and didactic) variety & format Employer Satisfaction Preceptor Satisfaction Student Satisfaction (Pharm D and Graduate)	Increase # faculty involved in teaching elective courses Develop an emailing group for graduate students to keep them informed of COP activities and issues.	No additional cost No additional cost	Technology Manager	By end of FY13	completed
	Internal Processes To satisfy our customers and stakeholders, at which processes must we excel?		Maintain relevant / contemporary curriculum Maintain ACPE standards Establish a consistent emergency response Ensure appropriate classroom rigor <i>(Rigor is creating an environment in which each student is expected to learn at high levels, and each is supported so he or she can learn at high level, and each student demonstrates learning at high level. (Blackburn, 2008).)</i> Faculty output	Each faculty member will work with the Dept Chair during the annual planning process to determine the intended level of performance for the upcoming year.	No additional cost	Dept Chair	End of each academic year	Expected levels of output for the department will be provided to the MPA committee.
	Skills & Tools To achieve our mission, how must we learn and improve?		Faculty development opportunities Service income opportunities Faculty satisfaction Curricular reviews level of funding faculty/student engagement alumni relations	Schedule regular departmental faculty meetings to increase communication and collaboration Establish an Endowed Seminar series to bring in outside speakers	No additional cost	Dept head to establish meeting schedule		

Lagging Indicator

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	Mission						
	Quality of Output (our students)						
	If we are successful, how do we look to our stakeholders (alumni, employers, potential students)?	Number of applications NAPLEX scores Post-graduate training Recruiting activity by employers Donations to COP Alumni involvement					
	Program Quality						
	To achieve our vision, how must we look to our customers (students)?	Elective Options (APPE and didactic) variety & format Employer Satisfaction Preceptor Satisfaction Student Satisfaction (Pharm D and Graduate)					
	Internal Processes						
	To satisfy our customers and stakeholders, at which processes must we excel?	Maintain relevant / contemporary curriculum Maintain ACPE standards Establish a consistent emergency response Ensure appropriate classroom rigor <i>(Rigor is creating an environment in which each student is expected to learn at high levels, and each is supported so he or she can learn at high level, and each student demonstrates learning at high level. (Blackburn, 2008).)</i> Faculty output	Each faculty member will work with the Dept Chair during the annual planning process to determine the intended level of performance for the upcoming year.	No additional cost	Dept Chair	End of each academic year	Expected levels of output for the department will be provided to the MPA committee.
	Skills & Tools						
	To achieve our mission, how must we learn and improve?	Faculty development opportunities Service income opportunities Faculty satisfaction Curricular reviews level of funding faculty/student engagement alumni relations	Promoted faculty conduct seminar on promotion / tenure process Dossier template development	No additional cost No additional cost	P&T committee P&T committee	End of FY14 End of FY14	

Logging Indicator

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Mission							
Quality of Output (our students)			Work with ULM Office of Recruitment and Admissions to promote the COP to qualified high school seniors	No additional cost	OSPA		Some activities attended; need to increase involvement
If we are successful, how do we look to our stakeholders (alumni, employers, potential students)?	Number of applications NAPLEX scores Post-graduate training Recruiting activity by employers Donations to COP Alumni involvement						
Program Quality							
To achieve our vision, how must we look to our customers (students)?	Elective Options (APPE and didactic) variety & format Employer Satisfaction Preceptor Satisfaction Student Satisfaction (Pharm D and Graduate)						
Internal Processes							
To satisfy our customers and stakeholders, at which processes must we excel?	Maintain relevant / contemporary curriculum Maintain ACPE standards Establish a consistent emergency response Ensure appropriate classroom rigor <i>(Rigor is creating an environment in which each student is expected to learn at high levels, and each is supported so he or she can learn at high level, and each student demonstrates learning at high level. (Blackburn, 2008).)</i> Faculty output		Create method for complaint reporting that goes directly to Administration	No additional cost	OSPA	Fall 2013	form has been set up using Google docs.
			Need standardized policy/procedures for on-campus student emergencies	No additional cost	OSPA OEE		OSPA has developed something for labs. Will this work in all locations? Have all faculty been oriented to the plan?
			Revise student selection process for committees	No additional cost	OSPA	Fall 2013	
			Re-work advising structure	No additional cost	OSPA Student Affairs Committee	Fall 2013	
			Update website to provide more information on outside electives	No additional cost	OSPA	Fall 2013	Completed
			Increase the number of student development opportunities throughout the semester.	No additional cost	OSPA	Fall 2013	Noon seminars to focus on career opprtunities, residencies, electives, organizations, etc.
Skills & Tools							
To achieve our mission, how must we learn and improve?	Faculty development opportunities Service income opportunities Faculty satisfaction Curricular reviews level of funding faculty/student engagement alumni relations		Develop one central repository for ALL policies / procedures	No additional cost	Michelle Massey	By end of FY14	

Lagging Indicator

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	Mission						
	Quality of Output (our students)		Regularly evaluate NAPLEX review materials provided to P4 students; revise as necessary	Potential cost increase			Currently using PharmPrep
	If we are successful, how do we look to our stakeholders (alumni, employers, potential students)?	Number of applications NAPLEX scores Post-graduate training Recruiting activity by employers Donations to COP Alumni involvement					
	Program Quality						
	To achieve our vision, how must we look to our customers (students)?	Elective Options (APPE and didactic) variety & format Employer Satisfaction Preceptor Satisfaction Student Satisfaction (Pharm D and Graduate)					
	Internal Processes						
	To satisfy our customers and stakeholders, at which processes must we excel?	Maintain relevant / contemporary curriculum Maintain ACPE standards Establish a consistent emergency response Ensure appropriate classroom rigor <i>(Rigor is creating an environment in which each student is expected to learn at high levels, and each is supported so he or she can learn at high level, and each student demonstrates learning at high level. (Blackburn, 2008).)</i> Faculty output	Need standardized policy/procedures for on-campus student emergencies Include licensure steps in APPE orientation Select new NAPLEX prep product	No additional cost No additional cost \$7,500	OSPA OEE OEE OEE	 Spring 2014 Spring 2014	OSPA has developed something for labs. Will this work in all locations? Have all faculty been oriented to the plan?
	Skills & Tools						
	To achieve our mission, how must we learn and improve?	Faculty development opportunities Service income opportunities Faculty satisfaction Curricular reviews level of funding faculty/student engagement alumni relations					

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	Mission						
	Quality of Output (our students)		Increase efforts to promote alumni activities	Minor cost increase			Development officer currently promoting alumni events
	If we are successful, how do we look to our stakeholders (alumni, employers, potential students)?	Number of applications NAPLEX scores Post-graduate training Recruiting activity by employers Donations to COP Alumni involvement					
	Program Quality						
	To achieve our vision, how must we look to our customers (students)?	Elective Options (APPE and didactic) variety & format Employer Satisfaction Preceptor Satisfaction Student Satisfaction (Pharm D and Graduate)					
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	Skills & Tools						
	To achieve our mission, how must we learn and improve?	Faculty development opportunities Service income opportunities Faculty satisfaction Curricular reviews level of funding faculty/student engagement alumni relations	Include faculty spotlights in newsletter Include reports on faculty/student activities in newsletter	No additional cost No additional cost	Dir of Development Dir of Development		

Date	Event	# attending
7/13/12	Alumni reception at LPA	60
10/26/12	Dean's Advisory Council Meeting	20
10/26/12	Homecoming reunion 2002, 92, 82, etc	40
10/27/12	Homecoming Tailgating	400
4/10/13	Baton Rouge City Club dinner	11
4/20/13	Pharmacy reunion (Simone Ginn)	40
		571

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Mission							
Quality of Output (our students) If we are successful, how do we look to our stakeholders (alumni, employers, potential students)?		Number of applications	Consider online format for courses, where appropriate	No additional cost	Curriculum Committee	First courses implemented Fall 2013.	Already exploring options for 4014 & 5006
		NAPLEX scores Post-graduate training Recruiting activity by employers Donations to COP Alumni involvement	Begin in-depth reviews of each module to eliminate redundancies/discrepancies and ensure thorough integration.	No additional cost	Dept Chairs & Curriculum Committee	Complete 4 courses per year, beginning in July 2013	CC to develop template; Dept Heads to make initial assignments
Program Quality To achieve our vision, how must we look to our customers (students)?		Elective Options (APPE and didactic) variety & format Employer Satisfaction Preceptor Satisfaction Student Satisfaction (Pharm D and Graduate)					
Internal Processes To satisfy our customers and stakeholders, at which processes must we excel?		Maintain relevant / contemporary curriculum	Include specific skillsets in Curricular Objectives, e.g., asthma inhaler techniques, etc.	No additional cost	Curriculum Committee	Completion by FY 16	
		Maintain ACPE standards	Develop a plan to address the issues identified in Semester 6	No additional cost		Full review by Spring 2015.	Curriculum committee
		Establish a consistent emergency response Ensure appropriate classroom rigor <i>(Rigor is creating an environment in which each student is expected to learn at high levels, and each is supported so he or she can learn at high level, and each student demonstrates learning at high level. (Blackburn, 2008).)</i> Faculty output					
Skills & Tools To achieve our mission, how must we learn and improve?		Faculty development opportunities Service income opportunities Faculty satisfaction Curricular reviews level of funding faculty/student engagement alumni relations					