



An Introduction to Graduate Operations

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OPERATIONS: DON'T BE THE TITANIC

WHAT CONSTITUENTS SEE



WHAT IT TAKES TO BE SUCCESSFUL



UNIT OPERATIONS → OVERALL OPERATIONS



GAS & FINANCIAL SERVICES



ENROLLMENT MANAGEMENT

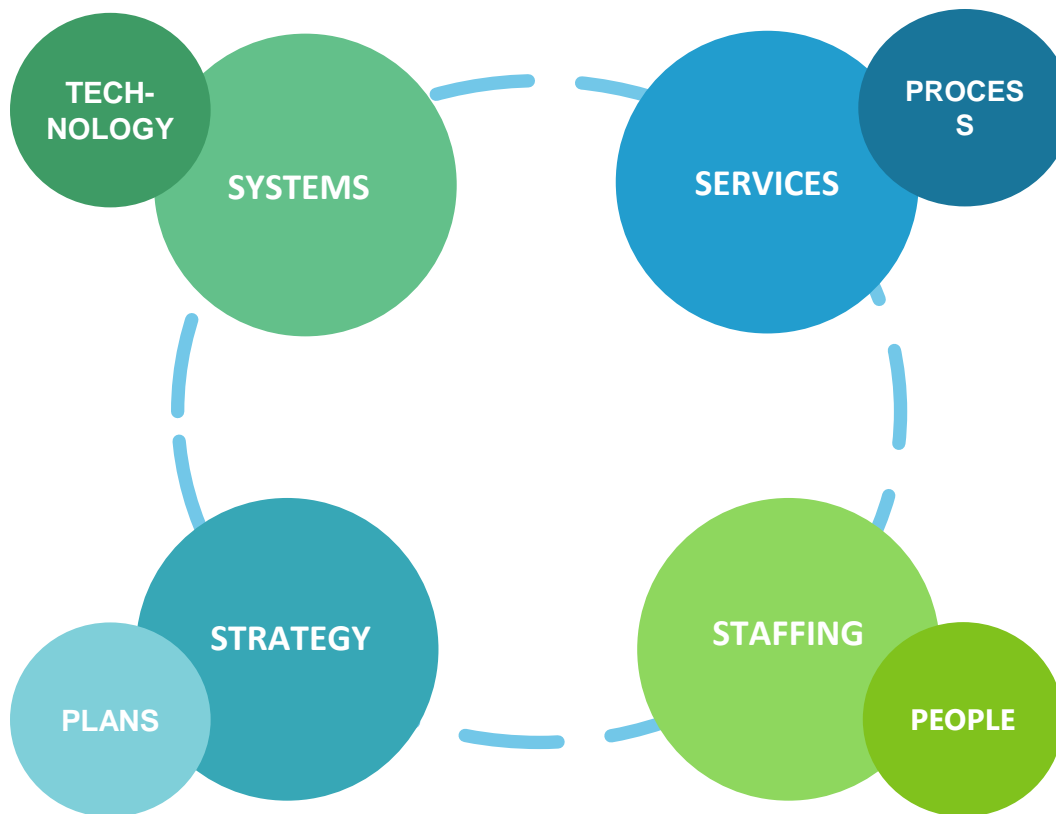


GRADUATE SCHOOL or COLLEGE



GRADUATE OPERATIONS

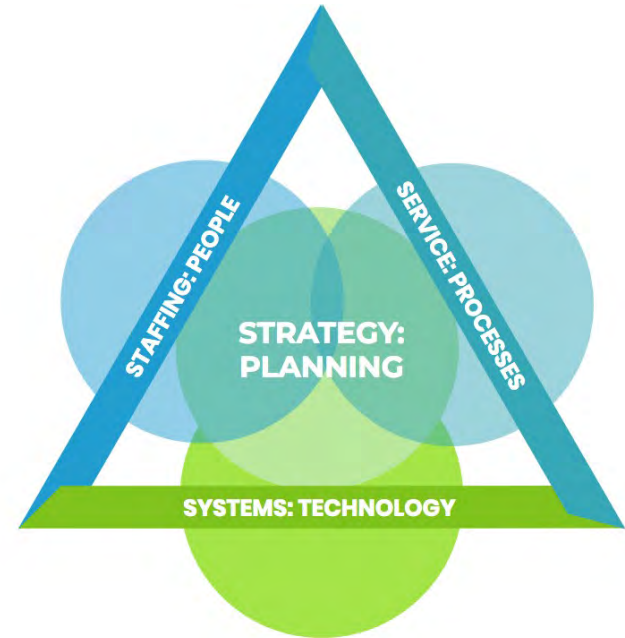
STRATEGIC MANAGEMENT THROUGH OPERATIONAL TACTICS



ORGANIZATIONAL STRENGTH THROUGH OPERATIONAL STRATEGY

GRADUATE ADMINISTRATIVE & ACADEMIC OPERATIONS

- Strategic Plans and Operational Plans
 - Culture: Principles & Values
 - Clear, Multi-tiered Mission
 - Realize Goals by Achieving Objectives
 - Align Budgets
 - Build Bridges
- = Staffing, Services, and Systems follow



GRADUATE OPERATIONS

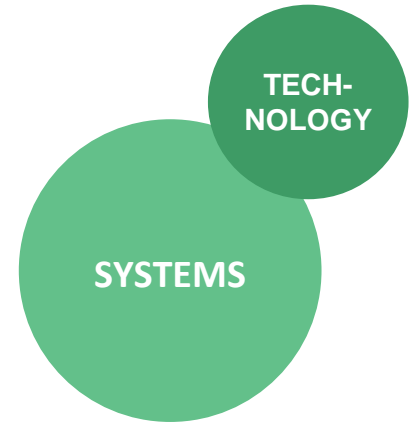
PEOPLE & STAFFING



- Staff Structure & Organizational Models
- Positions for Today & Tomorrow: 3 Year Plan
- Hire, Motivate, & Promote Great People
- Managing Staff
- Team-building
- Collaborate to Cultivate Allies
- Expand the Team: Faculty & Student Governance and Engagement

GRADUATE OPERATIONS

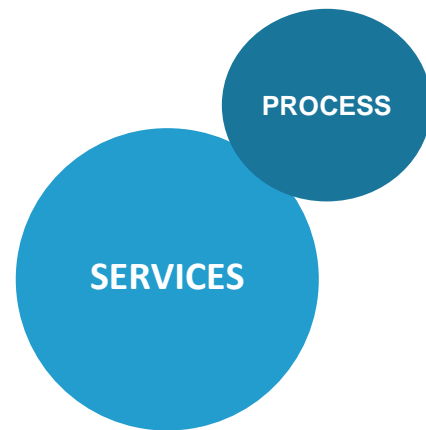
SYSTEMS & TECHNOLOGY



- Build a Welcoming Environment
- Advance mission & Realize Goals
- Make it Efficient, Responsive & Accessible
- Remember You Have Multi-directional Audiences
- Consider a Student Lifecycle Approach
- Generate Useful Data & User-Friendly Dashboards
- Train & Support Each User-group

GRADUATE OPERATIONS

PROCESSES & SERVICES



- Complex & Collaborative Context
- Administrative & Academic
- Efficient & Effective Processes
- Procedures that Make Sense
- Policies that are Transparent, Just, and Equitably Applied
- Commit to Service Leadership
- 100% Solutions

THE GRADUATE OPERATIONS PYRAMID

KEEP YOUR SHIP AFLOAT

**Assess, Adapt, and Employ a
Continuous Improvement Model**

