



THE NATIONAL GRADUATE SCHOOL OF QUALITY MANAGEMENT

186 Jones Road, Falmouth, MA 02540 | 800-838-2580 | f: 800-838-2581 | www.ngs.edu

June 15, 2015

Dear NGS Faculty:

It is my pleasure and privilege to commence my work here at NGS and I want to thank you all for the warm welcome. I have been like a sponge these past three weeks, reading, digesting, and reviewing all the information, documents, and resources. Most importantly, though, is this first correspondence to let you know I am eager to get to know and work with you, our NGS faculty. You are the most important component in our education process and even though most of you teach virtually, the human variable is still the most critical. Our success comes from your teaching and engagement with the students. Thank you for your dedication, commitment, and passion to share your expertise and your teaching skills. I have read through many of your resumes and biographies and I am impressed with your backgrounds, experiences, publications, and work with us.

I am delighted to introduce our Program Chairs for each degree program. They are the bridge from your work to our Office of Academic Affairs. Please be sure to reach out to these amazing professionals who monitor the administration of each degree program with this Office and who play a crucial role in overseeing the academic quality of our programs and teaching. Some of their responsibilities include resolving student and faculty concerns, assisting with student orientation and faculty development, guiding the process of curriculum development, facilitating faculty meetings, and working with the Dean of AA on special initiatives.

Program Chairs
BSc- Dr. Patricia Murrin
MS- Jack Kovalcik
DBA- Dr. David Braga

A very special thank you to Pat, Jack, and David for taking on these leadership roles and for being the liaison for us in Academic Affairs. David also deserves recognition for his continued leadership of our growing DBA Program. Please reach out to them with questions and ideas, and I am always available to hear from you, as well.

In the next few weeks, I plan on visiting some classes, as I am eager to learn how you are applying sound, foundational pedagogical principles in the online environment. One of the priorities on my action item list is to assist you in effectively teaching online. I want you to have access to resources, participate in online trainings, and be coached by experienced mentors. A comprehensive orientation module for faculty and students will be reviewed and I will work with Program Chairs to update the modules. I also want you to be able to effectively communicate with students in an online environment and facilitate active weekly discussions. Are you using sound rubrics for your online discussions? Learning more about your students as adult learners will also assist you in meeting their learning needs. I have included some links here about teaching online and working with adult learners:

Ten Best Practices for Teaching Online

<http://www.designingforlearning.info/services/writing/ecoach/tenbest.html>

Website of Teaching Online Links

<http://www.onlineteachingtips.org/articles.html>

Mastering Online Discussion Board Facilitation

<https://www.edutopia.org/pdfs/stw/edutopia-onlinelearning-mastering-online-discussion-board-facilitation.pdf>

<http://www.facultyfocus.com/articles/online-education/art-science-successful-online-discussions/>

Teaching Adult Learners-5 Principles for the Teachers of Adult Learners

<http://adulthood.about.com/od/teachers/a/teachingadults.htm>

One important piece of information for faculty in all programs is that student end-of-course evaluations are a required component for every course. Please be sure you are requiring students to complete the online forms before submitting a final grade. Research informs us that the second to last class is the best time to have students evaluate the course and instructor. I am aware that these evaluations need revisions, and we will be reviewing them soon.

As part of my preliminary work, I am studying and preparing to update the Faculty Handbook and will work with Program Chairs and you to make appropriate revisions. Curriculum development is also high on my initiative list, but communication is listed as my number one priority. I plan on communicating and writing to you periodically and will keep you abreast of updates and news from our Office and NGS.

Please call me and/or email your thoughts, wisdom, and feedback about your experiences teaching with NGS. My electronic office door is always open, and if you are near the Cape, please stop in to see me in Falmouth. I welcome your valuable input. Thank you, once again, for your work at NGS and for all you are doing to help our students learn and succeed. Lastly, but not least, a sincere heartfelt thank you to Pippi Sawyer and MJ Vieweg for their dedication, efficiency, and support of our work here in Academic Affairs.

Sincerely,



Eileen C. Sullivan, Ed.D.
Interim Dean of Academic Affairs
The National Graduate School of Quality Management
186 Jones Road
Falmouth, MA 02540
www.ngs.edu
Ph: 800-838-2580
Fax: 800-838-2581
Follow me on Twitter @esullivan_ngs

“It is the supreme art of the teacher to awaken joy in creative expression and knowledge.”

— Albert Einstein