



Professional Development Program

Application Information for QEP Cohort Program

What is the QEP Cohort Program?

This program provides staff with the opportunity to support Northeast State's Quality Enhancement Plan (QEP):

Northeast State Bear Strong: A Culture of Service Excellence

What are the goals of the program?

The program aims to prepare employees to:

- Serve the needs of students
- Empower students to make appropriate academic decisions

Employees will:

- Expand personal knowledge of select Northeast State offices
- Learn about best practices in customer service
- Leverage their marketability for future positions

Who is invited to apply for the cohort program?

Full-time administrative and support staff

How does an employee apply?

- Read, complete, and sign the application.
- Obtain supervisory approval (through vice-president level or equivalent). Supervisor(s) must read and sign the application.
- Submit application to Dr. Cindy Perry by August 9, 2024. You should route your application through the current electronic signature system, Dropbox Sign, for the appropriate signatures. (Check with your division office for any assistance needed.)

What are the selection processes/criteria for cohort members?

- Competitive selection process, seeking rich diversity and broad-based participation of staff
- Maximum of 16 cohort members selected annually
- Support of employee's supervisor(s) through vice-president level

- Demonstrated commitment to customer service excellence
- Well-articulated desire to participate in the cohort program

What are the expectations for cohort members?

Participation in the cohort requires both time and effort, specifically:

- Completion of the [Generalist Certification](#) using Northeast State-specific training modules:
 - Admissions & Records
 - Advising
 - Financial Aid
 - Student-Focused SkillsSupervisors are encouraged to allow cohort members to work on modules during work hours, as time permits.
- Participation in focus group [meetings/discussions](#) about applying customer service best practices at Northeast State.
 - 5-7 sessions during the academic year
 - 1½ hours per session, approximatelyCohort members are expected to attend and participate, except in cases of emergency or unavoidable scheduling conflicts.
- Professional development service requirements
 - 2 hours per week (average) in [Bear Den service](#)
 - On-ground Bear Den service preferred (Blountville, Kingsport, Gray, or Elizabethton). Virtual Bear Den service may be an option at a later time.

Are cohort members compensated for participation in the program?

Cohort members are provided a nominal stipend of \$200 upon successful completion of the year of service and program activities. (Individuals who fail to meet service or program expectations will earn neither the certificate nor the stipend but may reapply in subsequent years.) Cohort members may elect (but are not required) to complete two credit-bearing courses toward the Sales and Customer Service Certificate. Completion of both courses would make the employee eligible for an additional \$100 stipend.

If I have questions about the cohort program, who can I ask?

If you need additional information, please contact Dr. Cindy Perry at cnperry@northeaststate.edu or 423.354.5112.



Professional Development Program

Application for QEP Cohort Program for 2024-2025

Applicant Information

Full Name: _____

Northeast State ID Number: _____

Northeast State Email Address: _____

Work Experience

Current Position: _____

Primary Campus Location: _____

Length of Employment at Northeast State: _____

Other Positions Held at Northeast State: _____

Please explain (in 100 words or less) why you would like to participate in the cohort program.

Signatures/Approvals

Applicant: _____ **Date:** _____

Supervisor Signatures (as applicable):

Direct Supervisor: _____ **Date:** _____

Intermediate Supervisor: _____ **Date:** _____

Intermediate Supervisor: _____ **Date:** _____

Intermediate Supervisor: _____ **Date:** _____

Intermediate Supervisor: _____ **Date:** _____

Vice President (or equivalent): _____ **Date:** _____

QEP Representative Signature:

Cindy Perry: _____ **Date:** _____