

# Deliverology as a Framework to Drive Student Success

This presentation provides an overview of how the University of Arizona Global Campus has approached integration of change theory into the University's culture of student success. Deliverology is a systematic process through which system leaders can drive progress and deliver results on key institutional goals. The process includes goal-setting, data analysis, routine measuring and monitoring of strategies, and routine tracking of performance and challenges to promote accountability and a steady, incremental path to achievement. The University of Arizona Global Campus formed a Delivery Unit in late 2021. This new organization is led by UAGC's Director of the Delivery Unit, who is an experienced Deliverology leader. This presentation will include a look at the process for drafting an institutional delivery plan based on extensive data and process analyses and interviews with a wide array of UAGC student success initiative stakeholders. UAGC student success initiative leaders will also discuss how this framework has transformed thinking and process around initiative planning, tracking, and reporting.

# Morgan Johnson

Morgan Johnson is the Vice President of Academic Innovation & Operations at The University of Arizona Global Campus. In her role she leads the University's academic innovation and operations team, which supports over 50 academic programs and 2,200 online faculty. Her nearly fifteen years in higher education have been spent in roles leading teams that provide scalable solutions in the delivery of online teaching and learning. As a passionate educator, she has taught over 60 online courses. Morgan is currently pursuing a PhD in Organizational Development and Leadership. Her research and consulting have focused on faculty management, teaching and learning, and academic operations.



# Marie Henderson

Marie Henderson is the Director of Delivery at the University of Arizona Global Campus. In her role she supports the University in achieving meaningful outcomes for students through strategic goal setting, planning, performance management, problem solving, and program evaluation. Marie has a PhD in Psychology from Louisiana State University. She spent the first 15 years of her career working in K-12 education, with the last 12 years working for the Louisiana Department of Education (LDOE). While she has held various leadership roles at the state level, Marie's most notable role was focused on applying the Delivery framework to statewide education improvement efforts. During that time period, Louisiana was participating in a national cohort of State Education Agencies and Universities led by the U.S. Education Delivery Institute in collaboration with Michael Barber.

