Communications Support

Summary of Support Function
Supports communication and information management to help move Integrated Clusters forward to PSU’s internal and external community. Support Cluster Leadership Team(s), Academic Program Coordinators, and internal functional teams to help them achieve established goals. Coordinates communication tactics and internal messaging for cluster teams. Shares information across campus and the community through writing and other modalities. Interfaces with Marketing Communications & Creative Services (MCCS), University Events, and the Center for Transformation to support communication of projects and partners.

Activity:
- Generate and implement communication tactics to keep the campus informed specific to the activity and progress of Integrated Clusters
- Execute projects for communication, including but not limited to web/blog content, email marketing, e-newsletters, report writing, video, photography, calendaring, digital displays, presentations, and events/meetings
- Support the Internal Communications Lead in strategizing the support needs of Integrated Clusters as leadership teams evolve
- Plan and support execution of events in collaboration with the Cluster Leadership Team both large and small scale
- Create content and design for the external website as well as maintain internal website content and blogs
- Build and maintain strong relationships with program coordinators, cluster leadership teams, and cluster support team to support achievement of goals related to admissions, retention, and graduation.
- Act as a communication link between the assigned Integrated Cluster(s) and other university populations including partners, students, parents, faculty, and alumni
- Attend events representing the Integrated Cluster(s) as necessary
- Provide additional cluster-related communications support not assigned to other cluster support staff
- Other duties as identified by the leadership team and communications lead
**Operations Support**

**Summary of Support Function**
Provides operations facilitation and logistical support to help the Integrated Clusters effectively deliver their academic programs and connect with curricular opportunities. Works closely with the Cluster Support Team, Cluster Leadership Team(s), Academic Program Coordinators, ITS staff, and the Registrar and Financial Services organizations. Supports program coordinators and cluster leadership in the planning and delivery of academic programs and cluster operations for cluster teams. This is an operations support function that works with other administrative resources within the clusters and across campus.

**Activity**
- Provide administrative support in both the planning and delivery of effective and efficient academic programs for assigned clusters
- Provide physical resource planning and scheduling support for classrooms and Open Labs
- Provide planning support for cluster technology requirements, including IT resources
- Provide support for program review and accreditation activities including the creation of data charts and related documentation
- Participate in the planning and successful implementation of new IT tools and applications related to academic and resource scheduling
- Create and distribute reports and provide analyses of academic program effectiveness, course scheduling and resource utilization
- Attend events representing the Integrated Cluster(s) as necessary
- Provide additional cluster-related operations support not assigned to other cluster support staff
- Other duties as identified by the leadership team and cluster operations
Project Support

Summary of Support Function
Supports collaboration within the cluster and helps move the Integrated Clusters forward to PSU’s internal and external community. Supports the successful launch of PSU’s Integrated Clusters by overseeing the management of projects across the formative cluster teams. Supports project management by working to assist faculty and staff in their development and implementation of cluster projects and open lab experiences. Monitors and facilitates use of Cluster Connect (an IT solution for bringing faculty, staff, students, and partners together on projects). Must understand the objectives of clusters and the University, while having the ability to help organize and support project details and budgets.

Activity
- Assist in the development and implementation of cluster projects in support of project leaders
- In conjunction with the Operations Support, manage updates and process flow within Cluster Connect software
- Assist in managing future phased partnership Cluster Connect rollouts
- Identify faculty and community partner connections to create projects and open lab opportunities
- Analyze data and prepare project reports for analysis and goal tracking
- Act as cluster project financial liaison to Financial Services Center
- Supports project side of Memorandum’s of Understanding (MOUs) to initialize and assist in moving MOUs through the system
- Build relationships and maintain strong relationships with program coordinators, cluster leadership teams, and cluster support team to enable goal attainment related to admissions, retention, and graduation
- Oversee work study students when necessary
- Provide cluster-related administrative support for projects and cluster leadership teams
- Other duties as identified by the leadership team
Partnerships Support

Summary of Support Function
Supports collaboration within PSU and with external partners and helps move the Integrated Clusters forward to PSU’s internal and external community. Supports the successful launch of PSU’s Integrated Clusters by cultivating external relationships and making appropriate connections among formative cluster teams. Supports relationship management by working to assist faculty and staff in identifying existing and potential partners. Monitors and facilitates use of Cluster Connect (an IT solution for bringing faculty, staff, students, and partners together on projects). It also uses Cluster Connect and other means to seek and identify opportunities for faculty and partner connections. Works closely with University Advancement, Faculty, Cluster leadership teams, ITS, finance, and potential business partners and donors.

Activity
- Assist in the development and implementation of cluster projects in support of project leaders
- Help to improve partnership and internship processes
- In conjunction with the Operations Support, manage updates and process flow within Cluster Connect software
- Assist in managing future phased partnership Cluster Connect rollouts
- Identify faculty and community partner connections to create projects and open lab opportunities
- Analyze data and prepare partnership reports for analysis and goal tracking
- Act as cluster project financial liaison to Financial Services Center
- Supports partner side of Memorandum’s of Understanding (MOUs) to initialize and assist in moving MOUs through the system
- Build relationships and maintain strong relationships with program coordinators, cluster leadership teams, and cluster support team to enable goal attainment related to admissions, retention, and graduation
- Oversee work study students when necessary
- Provide cluster-related administrative support for partnerships and cluster leadership teams
- Actively networks across campus and externally to develop relationships to be cultivated for partnerships
- Other duties as identified by the leadership team