

Operational Units

Academic Services

Director April de Stefano

Academic Services is responsible for advancing the academic life cycle of graduate education by providing the following services to graduate students, visiting graduate researchers, and postdoctoral scholars.

- Advisement and Counseling: Advise departments and other stakeholders and serve as liaisons with internal and external campus units.
- Degree Progress: Monitor academic progress of graduate students (~11,000) from matriculation through graduation.
- Appointment Administration and Authorization: Process appointments for visiting graduate researchers (~400), and postdoctoral scholars (~1400).
- Academic Policy: Analyze and ensure compliance with Graduate Division, campus, and UC policies and the postdoctoral scholar contract; process course actions; review and maintain changes to program requirements.
- Data Collection and Reporting: Produce and distribute reports for internal use, departments, and Graduate Council; maintain local databases and input data into central systems.
- Training and Education: Train hundreds of department staff on academic policies and procedures; offer workshops to postdoctoral scholars and graduate student filers.
- Career Development: Collaborate with other campus units to offer the PhD Career Training Series to postdoctoral scholars and graduate students.

Budget, Personnel & Analysis

Director (vacant)

Responsible for the financial management of all graduate division funds, as well as purchasing, accounts payable, and personnel transactions.

- Financial Management: Manage \$60M student support budget and \$4M Graduate Division budget. Provide Contracts and grants administration and oversight. This includes financial analysis, budget and financial reporting, and reconciliation. Process vendor payments, reimbursements, purchasing agreements, and oversight of all Accounts Payable transactions.

- Personnel: Responsible for staff recruitment and communicating personnel policies and procedures to staff. Process personnel and payroll transactions, benefits, timesheets, and manage labor relations for 44 FTEs. Announce annual Professional Development Plan policy/procedures and manage budget.

Information Technology & Institutional Research

Director Chris Testa

Information Technology & Institutional Research staff develop, maintain, and support all Graduate Division computer systems and functions, provide business strategy expertise, develop communications and marketing materials for print and electronic devices, and provide institutional data, metrics, and analytics to internal and external stakeholders.

- Graduate Student Applications: application and database development for graduate student systems (outreach, admissions, enrollment management, student support services), website design and development, project management and coordination, quality assurance, and strategic initiatives.
- Infrastructure & Operations: Provide desktop support for Graduate Division, perform database and system administration, network support, responsible for inter-departmental data exchange, back-office services, hosting services, and telecommunications
- Data Management: development of data warehousing tools, support institutional research in the development of business analytics, provide auditing and reporting services, perform business process and data analysis
- Marketing, Content, and Business Strategy: In collaboration with division executives and campus stakeholders, responsible for the development and implementation of strategies for marketing, content, and digital outreach. Includes management of the division's social media initiatives, digital publications.
- Web & Multimedia: information architecture, design, usability, and development of Graduate Division web properties. Provide multimedia services and development (video, photography, live streaming, editing) for Graduate Division initiatives and events. Responsible for the development of mobile products and platforms (apps, mobile web), and CRM.
- Institutional Research: compiling and analyzing statistical data on every stage of the graduate life cycle: student characteristics, admissions and enrollment, financial aid, graduation rates, degrees awarded, postdoctoral scholars and visiting graduate researchers; and for disseminating this information through reports, publications and responses to ad hoc requests; serve as the primary reporting contact with state and federal agencies, national surveys, related professional organizations, and other external requests for information on graduate education at UCLA.

Operations & External Relations

Director Sonya Gavin

Operations & External Relations oversees the Graduate Division's events and meeting production, facilities management, external relations, operational effectiveness and staff relations.

- External Relations: Event production & management (New Graduate Student Welcome; Doctoral Hooding Ceremony; Chancellor's Award for Postdoctoral Scholars Reception; Chairs Information Sessions; SAO/Graduate Advisor Meetings; Admissions Meeting); central coordination for approximately 140 additional meetings and workshops annually; communications; media relations; government & community relations.
- Facilities Management: Facility & space management; emergency preparedness; spearheading environmental & socially responsible office practices.
- Assistant Vice Provost & Associate Deans Support: Provides analytical, administrative and operational support to the Associate Deans and Assistant Vice Provost. Liaison with campus departments, divisions, Graduate Council, Academic Senate and other universities.
- Internal Relations: Graduate Division staff communications, development, employee engagement and staff welfare.
- Operational Effectiveness: Oversight of records/file management; assessment of services; travel and non-travel reimbursements.

Fellowships & Financial Services

Director Ana Lebon

Administer fellowship applications, award processing, and other financial processes and transactions.

- Graduate Funding & Fellowships: Educate graduate students and disseminate information about graduate funding opportunities via the internet, individual counseling, and workshops, orientation sessions. Maintain and update policies and procedures, and GRAPES – one of the first online fellowships databases, currently with over 500 graduate fellowships and over 100,000 hits per month. Review and process fellowship applications.
- Award Processing: Graduate Division allocation funding, special fellowships, extramural grants (state and federal), gifts and endowments, stipends, non-resident supplemental tuition, conference travel and research (80,792 transactions), recruitment visits (62 academic departments), TA advanced loans, next-day checks, graduate work study, childbirth accommodation funding, departmental funding, remission benefits.
- Policy Administration and consultation: Academic Apprentice Personnel Policies, identifying appropriate classification of payments. Coordination of extramural funding policies with external units (NSF, Javits, OCGA, EFM, etc.).

Diversity, Inclusion and Admissions

Director Anne Dela Cruz

Responsible for outreach, recruitment, and graduate admissions. The staff provides programs that support individuals currently underrepresented in graduate education. The office also coordinates summer research programs, institutional recruitment days, and workshops to promote graduate diversity, inclusion, and retention.

- Graduate Admissions: Process over 20,000 graduate applications per year. Offer admissions-related information sessions and trainings to graduate students and departments.
- Outreach and Recruitment: Attend over 25 statewide and national recruitment fairs and conferences, host campus visits for student groups, participate in graduate school preparation workshops and panels, and administer the Graduate Student Ambassadors program.
- Summer Research Programs: Coordinate housing, stipends, workshops, and networking activities for various summer programs (about 78 students in summer 2012) on campus.
- Funding and Grant-writing: Prepare applications for extramural funding to support graduate education and assist faculty and program directors in the preparation of grants. Secured \$1.7 million in funding from an NSF grant from 2004-2011 (\$1.1 million for Alliance for Graduate Education and the Professoriate and \$600,000 for University of California Diversity Initiative for Graduate Study in the Social Sciences)