Mission Statement

We are a consulting organization devoted to the application of management and institutional development processes to the opportunities and problems of institutions of higher education, agencies, and associations. We strive foremost to deliver high quality consulting services to enhance all aspects of institutional effectiveness.

The partners who provide consulting services are Dr. Katherine L. German and Dr. L. Denton Crews. She is a former Vice President of Academic Affairs. He is a former Dean of Graduate Studies in Management. Both have been full-time consultants more than ten years.

Development Institute was incorporated in 1980 in the Commonwealth of Massachusetts for the purpose of providing consultant services to organizations. Development Institute holds vendor status in several states.

Consulting Project Descriptions

Strategic Planning

Designed and implemented highly participatory, comprehensive, seven-step process for developing long-range plans, annual plans, operational plans, budget plans, management information, and evaluation systems; conducted by facilitator in retreat setting for planning teams; system supplemented by environmental scanning techniques, institutional problem analysis, and management performance objectives; model adopted by colleges, schools, and associations.

Coping with Resource Reductions

Developed programs to maintain quality of services while coping with reduced resources; included management tool for reallocation decisionmaking; functional review and structural reorganization; efficiency analysis and incentive system; alternative resource development program; and process for increasing productivity and effectiveness.

Marketing and Enrollment Management

Developed marketing plans, including enrollment management component for colleges, using participatory-distributive structure; methodology focused on market segment analysis and objectives leading to strategies for publications, advertising, personal contact, and sponsored events; unique component on micro-marketing development.

Computing and Information Systems

Prepared master plans for administrative and academic computing and communications; designed management information systems; managed technology conversion projects and vendor contracting; participatory structure for policy development and user group involvement has resulted in widespread understanding of technology and ownership of process.

Budgeting and Finance

Devised process linking budget system to planning, programming, and performance assessment; unique component on contingency planning; utilized cost accounting coupled with model for profit center structure, and program for resource reallocation.

Institutional Research

Created systematic process for assessment of institutional data needs, identification of reporting requirements, and establishment of systematic procedures for research and development responsibilities; unique design for distributive system of data collection and reporting easily installed in small colleges and schools.

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Consulting Projects (Continued)

Proposal Writing and Grants
Provided training and technical assistance in the proposal writing process; seminars to help develop staff skills in project design and proposal development; proposal design, development, and preparation; successful preparations of Title III applications under the Higher Education Act; and grant administration procedures development.

Management Development
Instituted management assessment process for identifying and enhancing administrative skills; designed in-house programs for administrative development; conducted workshops and retreats for staff, administrators, and boards of trustees; implemented functional audit for identifying work-flow responsibilities that job descriptions failed to pick up; developed policy and procedure guides for management systems.

Organizational Development
Used survey-guided development process for achieving improved organizational climate, morale, and productivity; assessed and made recommendations for re-organization and restructuring; facilitated conflict resolution between organizational constituencies.

Academic Development
Provided technical assistance in developing and facilitating "excellence" effort; designed and led self-study process for re-accreditation using special options; competency-based course and curriculum development; development and installation of governance system; advising and retention systems development; designed and implemented evaluation for programs, instruction, and personnel performance; and planning continuing education programs.

Contracting Organizations

Colleges
Bunker Hill Community College, Charlestown, MA  
Cape Cod Community College, West Barnstable, MA  
City College of New York, City University of New York, New York, NY  
City College of San Francisco, San Francisco, CA  
College of Agriculture and Technology, State University of New York, Cobleskill, NY  
Concord College, Athens, WV  
Daytona Beach Community College, Daytona, FL  
Dundalk Community College, Baltimore, MD  
Edison Community College, Ft. Myers, FL  
Hostos Community College, City University of New York, Bronx, NY  
LaGuardia Community College, City University of New York, Queens, NY  
Landmark College, Putney, VT  
Macon College, Macon, GA  
Massasoit Community College, Brockton, MA  
Mercer County Community College, Trenton, NJ  
New York City Technical College, City University of New York, Brooklyn, NY  
Notre Dame College, Manchester, NH  
Piedmont Technical College, Greenwood, SC  
Portland School of Art, Portland, ME  
Quinebaug Valley Community College, Danielson, CT  
Roxbury Community College, Boston, MA  
Sistema Universitario Ana G. Méndez, Puerto Rico  
Touro College, New York, NY  
University of Maine, Augusta, ME  
University of Maine, Presque Isle, ME  
York College, City University of New York, Jamaica, NY

Other Clients
Abt Associates, for Kingdom of Lesotho  
US AID, for University of Somalia  
US Department of Education, Division of Post Secondary Education, for Title III