

Operations and Management (EnEd 4315)
Mid-Term Exam Study Guide – Fall 2007

Big Picture:

- Be able to explain the role of Mission, Vision, Objectives in defining the direction of the organization.
- Write a mission statement.
- Judge whether or not a mission statement is effective.
- Describe the role of a Board of Directors and the tasks of the officers.
- Based on general background of an organization, give insight as to the type of people you would recommend for a Board of Directors.
- List what the Executive Director does?
- Describe key points to running a meeting (board meeting, staff meeting,...).
- What do committees of the board do?
- Be able to create an organization chart that includes staff, directors, board of directors,...
- Determine who an organization's customers are and how to reach them; how price & place effect this.
- Explain what a SWOT analysis is and how it works. Also, be able to categorize statements.

Finance:

- Describe the difference between a Capital budget and an Operating budget.
- Be able to read and create different styles of budget layouts.
- List common revenue and expense categories.
- Define these terms: fringe benefits, reserves, overhead (in relation to grants), carry forward, deficit
- List ways a given organization could realistically generate money. Include specific fundraising strategies.
- Discuss strategies for raising grants: finding sources, communicating with a fund provider, writing a proposal, collaboration.

Stewardship:

- Describe the value of a land management plan for a site.
- List site resources that should be assessed before a land management plan is complete?
- Describe the following settings and give examples of each: Physical, Social, Managed.
- Give examples of the following facilities: Administrative, Service, Maintenance, Enforcement.
- Explain ways in which an organization can obtain equipment and the considerations for making a selection. Give examples.

Personnel:

- Explain the process of hiring staff. Include:
 - Writing a job description
 - Creating a hiring committee
 - What and where you post
 - Selecting candidates from applications
 - Interviews
- Describe legal considerations in asking questions of candidates.
- Discuss what you do now that someone is hired? Include information on performance appraisals and policies/procedures.