

Institutional Effectiveness Update
From the Office of Institutional Effectiveness
September 12, 2011

I. Office of Institutional Effectiveness

HCTC has established an Office of Institutional Effectiveness under the direction of Germaine Shaffer. The Institutional Research Coordinator Lois Puffer will now report to Germaine. Assessment Coordinator Deb Campbell resigned in August and that position has not yet been filled. The college will be receiving a KCTCS Fellows position and that person may assist with assessment. In the meantime, the IR Coordinator whose role it is to support assessment, has been providing a higher level of support, particularly in the area of academic program reviews.

II. Compliance Assist!

College units are still in the process of completing their 2010-11 assessment plans. To avoid any confusion, the 2010-11 unit operational plans have not yet been rolled over to the 2011-12 academic year. Once that occurs, college units will need to review and edit those operational plans for the 2011-12 year. Then, the 2011-12 assessment plans can be created.

III. Assessment Plans for 2010-2011

Academic Services: The Assessment Coordinator and the IR Coordinator met with Academic units on August 10 to complete their 2010-11 assessment plans in Compliance Assist. The overall Academic Services assessment plan needs to be completed.

Advancement & Government Relations: The Advancement Office needs to complete its 2010-11 assessment plan, and the overall Advancement & Government Relations assessment plan needs to be completed. Public Relations, Performing Arts, and Grants are complete.

Business Services: This unit's 2010-11 assessment plan has not been completed.

Technology Solutions: The 3-D Grant has not completed its 2010-11 assessment plan. The 2010-11 assessment plans for the IR Office and the overall Technology Solutions unit have been completed.

Human Resources: This unit's 2010-11 assessment plan has not been completed.

President's Office: The 2010-11 assessment plans for both the Switchboard/Reception and Document Production Center have not been completed.

Student Services: The following subunits have not completed their 2010-11 assessment plans: Student Life & Engagement, Admissions, CCLP, Challenger Center, Diversity, Financial Aid, GEAR Up, Testing Center, Upward Bound, ARC, Disability, Early Alert,

QEP, and Registrar. The overall Student Services assessment plan also has not been completed. However, Ready-to-Work and Student Support Services have completed their 2010-11 assessment plans.

IV. Program Reviews 2010-2011

In early August, the Assessment Coordinator and IR Coordinator conducted program review group work sessions for program coordinators. Some work was completed, but program coordinators contacted the IR Coordinator for individual work sessions. The IR Coordinator has met individually with 13 of the 25 program coordinators to help them with the program outcomes section of their reviews. The first draft deadline is September 15 and the final draft deadline is October 1. Oral program reviews will be conducted during the month of October.

V. Assessment of General Education

The Assessment Coordinator met with all full-time faculty in August to develop their Fall 2010 course assessments and those are posted to the IR Point team site under the Assessment & Outcomes folder. Only a few are outstanding from the Science & Math Division. The IR Coordinator will post the remaining course assessment forms to that site once they are received from the Science & Math division chair.

VI. NOCTI Assessment

During the individual program review work sessions, the IR Coordinator is helping the program coordinators analyze the NOCTI post-test data for those technical students who post-tested in Spring 2011. Comparisons are being made between improvements from pre-test to post-test, as well as to how well the post-test scores compare to the national average.

The Academic Leadership decided last Spring 2011 that technical students would no longer be pre-tested beginning with the Fall 2011 term. Instead, all program graduates will be post-tested, and those post-test scores will be compared to the national average.

VII. Assessment and Outcomes Committee

The Assessment & Outcomes Committee held seven meetings during the 2010-11 academic year.

The primary focus for the year was the creation of Assessment Liaisons to communicate Assessment and Outcomes topics to all units. Topics included: CCSSE/Rubrics, CCFSSE/Outcomes, NCCBP/Focus Groups, Surveys, Surveys/SACS, CA!, Distance Learning. The major accomplishments for the year were: Assistance provided to the Distance learning task team; Review of HCTC survey cycle, surveys, and list of

recommendations made to the Leadership team; and Information on Assessment and Outcomes related issues distributed monthly to various units.

The recommended Focus for 2011-2012 include: Assist with SACS process as needed; Assess how survey data is being used within units to complete the outcomes process; Make recommendations to leadership as needed; Look at unit progress in CA! to determine what needs to be completed; Conduct a committee chair orientation and process to ensure that committees are meeting regularly, maintaining documentation, and functioning with effectiveness. Will assess the committee process, assign committees to members and have them report at the end of the year; Assist HCTC search committees by developing and providing questions about Assessment and Outcomes to ask prospective candidates.

For the 2011-12 academic year, Germaine Shaffer is the Chair of the Assessment & Outcomes Committee and Lois Puffer is the Co-Chair.

VIII. Committee Chairs/Co-Chairs Orientation

A mandatory Orientation was held on September 9 at Hazard for 2011-12 HCTC Committee Chairs/Co-Chairs. The majority of those chairs/co-chairs attended an interactive presentation by SACS Liaison Donna Combs and IR Coordinator Lois Puffer. Emphasis was placed on the need for active participation by faculty/staff, documenting committee work, and closing the loop on recommendations toward improvements.

IX. SACSCOC Update

The HCTC SACSCOC Team, consisting of Donna Combs (HCTC SACS Accreditation Liaison), Ella Strong (Academic Services Liaison), Germaine Shaffer (Student Services Liaison), Connie Watts and Jackie Hall (Business Services Liaisons), and Lisa Maggard (QEP Director) have met a number of times. A schedule has been developed to ensure that the individual units complete a draft of the 5th Year Interim Report by January 2012 so that an in-depth review can occur before submission to SACSCOC. The Team will monitor this progress at scheduled meetings. Donna also has presented at various unit and college meetings. Informational items are and will be included in the HCTC Weekly Update. The SACSCOC Team will attend the Annual Meeting in December.