

**Institutional Effectiveness Update**  
Institutional Effectiveness, Planning, and Research  
October 18, 2011

**I. Institutional Effectiveness, Planning, and Research**

Institutional Effectiveness has proposed a revised name and structure for the unit: Institutional Effectiveness, Planning, and Research. The unit will be comprised of two subunits: Assessment and Continuous Enhancement, and Institutional Research. This revised name and structure conveys the comprehensive focus of the unit. This proposal will be presented to Senior Leadership at the October 25 meeting.

Additionally, Germaine is pleased to announce that Alexis Malepeai is the Assessment and Continuous Enhancement Coordinator. Lois Puffer continues in her role as Institutional Research Coordinator, a position she has held since July 2008.

Unit staff are finalizing a public-facing college webpage for Institutional Effectiveness, Planning, and Research, discussing a unit communication plan, revising the Strategic Planning Guide, and preparing the unit's mission statement, overall 2011-12 operational plan and assessment plan, and related subunit assessment plans.

**II. Compliance Assist!**

Some college units are still in the process of completing their 2010-11 assessment plans here at midterm of the fall semester of the following academic year. The current deadline for completion each year is June 30.

Germaine prepared an Excel spreadsheet of 2010-11 Assessment Outcomes by college unit and noted which items were complete or incomplete. Germaine has been working with some units individually to complete these assessment plans. This spreadsheet was sent to Senior Leadership and Germaine noted in her email that there was a wide variance in the quality of data entered; some of it was excellent and can be used for future planning, but some of it was poor indeed. Some assessment results contain evidence of the statements made (such as survey results) while others are merely statements with no supporting documentation. Once all have been completed, an institution-wide report for all 2010-11 assessment activities will be generated and used in the SACS Fifth-Year Interim Report due in September 2012.

The 2010-11 unit operational plans have now been rolled over to the 2011-12 academic year. College units will need to review and edit those operational plans for the 2011-12 year and create their 2011-12 assessment plans.

The SACS Distance Education report layout was revised and reorganized under the Fifth Year Interim Review heading. Another tab was added for the Additional Report we must

complete on 3.3.1 Institutional Effectiveness and 3.5.1 General Education Competencies. All of these reports will share the same Document Library.



### III. Assessment Plans for 2010-2011

The status of the 2010-11 assessment plans, as of this date, is indicated below:

Academic Services: The overall Academic Services assessment plan still needs to be completed.

Advancement & Government Relations: The Advancement Office still needs to complete its 2010-11 assessment plan, and the overall Advancement & Government Relations assessment plan needs to be completed.

Business Services: This unit has two assessment items left to address.

Technology Solutions: The 3-D Grant still has not completed its 2010-11 assessment plan.

Human Resources: This unit's 2010-11 assessment plan has been completed.

President's Office: The 2010-11 assessment plans for both the Switchboard/Reception and Document Production Center have been completed.

Student Services: The following subunits still have not completed their 2010-11 assessment plans: Challenger Center, Financial Aid, GEAR Up, and Upward Bound. Admissions, QEP, and the overall Student Services assessment plans have been worked on but are not complete. Student Engagement, Life, and Wellness, CCLPC, Testing Center, Diversity, ARC, Disability, Early Alert, and Registrar have been completed.

### IV. Program Reviews 2010-2011

The IR Coordinator met individually with 24 of the 25 program coordinators to help them with the program outcomes section of their program reviews. After the October 1 final draft deadline passed, the IR Coordinator reviewed all 25 programs again to identify sections which still needed work and worked with the respective program coordinators either by phone or email to complete the sections. The IR Coordinator downloaded each program review into Word and corrected the font size issues and eliminated unnecessary

white space between sections; then a .pdf copy was generated and sent back to the program coordinator. All .pdf copies have been posted on the IR Point team site under the 2010-11 program review folder. Oral program reviews are scheduled for October 19, 21, 27-28; Academic Services created an oral review time schedule in 30-minute increments. Program Review Summary evaluations will be completed for each academic program after each oral review.

#### **V. Program Reviews 2011-2012**

Once the 2010-11 program reviews are finalized, they will be moved to an archived area in Compliance Assist! The IR Coordinator will then place the 2011-12 program review template for all programs on the Compliance Assist! site. No changes are being made in the format this year. Program Coordinators will need to enter their program goals/outcomes for the 2011-2012 academic year. Administrative Assistants who support the program coordinators should enter the 2010-2011 data into the Addendum section of the program review.

#### **VI. Assessment of General Education**

All full-time faculty have now completed their initial Fall 2011 course assessments forms and those forms have been posted to the IR Point team site under the Assessment and Outcomes folder/division subfolders. The Assessment and Continuous Enhancement Coordinator will follow-up with faculty to complete their Fall 2011 course assessments at the end of the term and post the completed forms to the IR Point team site.

Alexis has also created an Excel spreadsheet that organizes which general education competency was assessed during the fall terms (Fall 2008-Fall 2011) per division faculty member, by competency and class.

#### **VI. NOCTI Assessment**

Academic Leadership decided in Spring 2011 that technical students would no longer be NOCTI pre-tested beginning with the Fall 2011 term. Program coordinators will need to have all program students graduating in the Fall 2011 term post-tested. Program coordinators should send a list of program students who are graduating this term to the Occupational Technology Division Chair so that a comprehensive list can be provided to the Testing Center. Post-testing dates must be scheduled and students post-tested before December 2. Since NOCTI post-test results are part of the data included in program reviews, the IR Coordinator will be involved in this process as well.

#### **VIII. Assessment and Outcomes Committee**

The Assessment & Outcomes Committee held its first meeting on September 23. The Committee's charge, membership, and recommended focus items for 2011-12 were reviewed/discussed with the group. Committee membership is made up of employees from across all units of the college. Ella Strong (Dean of Distance Learning), Cathy

Branson (Librarian), and Sherry Bettinazzi (representative from the new department of Facilities and Auxiliary Enterprises) will be added to the committee membership, pending Senior Leadership approval. The next Assessment and Outcomes Committee meeting is scheduled for October 20.

## **IX. SACSCOC Update**

The HCTC SACSCOC Team, consisting of Donna Combs, Ella Strong, Germaine Shaffer, Connie Watts, Jackie Hall, and Lisa Maggard, continues to meet and review the progress of each individual area of the Fifth Year Report. At the October 11 meeting, one of the main discussions concerned the definition of “educational support services” under CS 3.3.1.3. Subsequent to the meeting, Donna emailed proposed changes to the SACSCOC *Principles of Accreditation*, to be voted on at the December meeting. One of the proposed changes eliminates the word “educational” from CS 3.3.1.3 and replaces it with “academic and student” support services. This follows the meeting discussions and clarifies what is required for the SACSCOC response.

Additionally, at the meeting, we discussed 3.3.1.2, which relates to administrative support services. Although Connie has primary responsibility for the response, she felt that Dr. Smoot, as Vice-President of Academic Services, and Doug Fraley, as Vice-President of Student Services, should address part of this response. Donna agreed.

Responses to the Fifth Year Report are being entered in Compliance Assist! Donna will start reviewing those responses and providing feedback to the writers.