

Process Improvement Project and Accreditation Updates



Process Improvement Projects



- End of Course Feedback Survey
 - Survey questions revised Fall 2011 based on in-service feedback
 - Response rate from Winterim eCollege pilot was 28%
 - Recipient groupings are not standard: it would be extremely labor intensive to set up and process surveys
 - Unable to link faculty reports to the respective Dean
 - Result validity would be compromised; results can be downloaded to Excel and altered
 - Unable to use skip logic in the survey
 - Unable to edit student responses prior to distribution

Process Improvement Projects



- Degree Auditing/Graduation Candidacy
 - Goal: Automate this process
 - Grad application paperwork transfers to three-four people/systems
 - Very manual, time consuming process
 - In the future the hope is that Banner will be able to provide a report a few months before graduation which would show students who are ready for graduation, those who are not and what those students are missing
 - Advising staff will assist in running preliminary degree audits so there are no surprises for students or the registrar's office

Process Improvement Projects



- Copy Origination and Proofing
 - Copy
 - When original copy is developed by marketing
 - When copy is to be provided by stakeholder and “glamourized” by marketing
 - When copy is provided in total by stakeholder and proofed only by marketing
 - Proofing
 - Define marketing’s role as a proofing body to include or exclude: consistency, grammar, editing, changes vs. whole document, institutional/knowledge vs. historical knowledge

Examples of copy include: Ads, Graduation Brochures, Course Schedules, etc.

AQIP Action Projects

- Retirement of One-Stop
- Business Intelligence Declaration: Focus on processes and the improvement of data integrity in order to leverage data coming from Banner
 - Year 1: Create strategic reports/cubes to provide enrollment, headcount, FTE, and retention information.
 - Year 2: Incorporate additional strategic reports as well as provide more trend/historical data.
 - Year 3: Focus on predictive analysis so that based on institutional data, as well as other internal/external factors, the College will have information to make more informed strategic decisions.

AQIP Action Projects

- Faculty Advising
 - Six Academic Support Specialists received Organizational Development training and webinars covering various topics such as StrengthsQuest, Transfer Opportunities, Understanding Poverty, etc.
 - Over 1100 students received advising services
 - Creation of the Admissions and Advising Associate & Dean of Admissions and Retention positions
 - Challenge will be to continue to reach all students and consider advising services for undeclared students
- Student Progress & Achievement
 - Focus on determining if the college will assess all outcomes or just final exit assessment/TSA keeping in mind some programs have accreditation data that needs to be reported as well
 - Charter team is researching using ecollege to pull assessment data on student achievements of program outcomes and core abilities

Accreditation Timeline

- June 2013: AQIP Systems Portfolio due
- Fall 2013: Systems Portfolio feedback received
- Spring 2014: AQIP Quality Check-up Visit
- Spring 2014: Strategy Forum
- Fall 2014: Visit feedback received
- 2014-2015: Reaffirmation of Accreditation