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