

INSTITUTIONAL EFFECTIVENESS
Meeting Minutes
Don Lecture Hall – 05/03/2017

Mike Brown (chair/facilitator), Tammy Burke, Sarah Dellwo, Russ Fillner, Chad Hickox, Robyn Kiesling, Elizabeth Stearns Sims, Patrick Turner, Lori Cooper (recorder)

- **First Things First: Introductory Discussion**

Each committee member has an important perspective, but as a group, IE needs to take holistic view. Cannot operate in isolation. The initial approach is to keep core committee small and bring others in as needed to input based on topic.

Discussed concept of IE at Helena College, what is going well, what needs to be improved:

- Need to be more proactive in getting information to students so they do not need to continue to ask the same questions.
- Consistency in implementing policies/procedures.
- Providing good customer service. Knowing information, or where to access it. Also, identify barriers that are preventing us from improving processes and streamlining.
- Using data wisely. How are we going to assess results?
- Using data that we already have, what are we going to do with it?
- Focus on outputs and outcomes and less on input. Assessment & documenting outcomes
- Emphasis on continuous improvement. Discussion happens but not implementation

Institutional effectiveness definitions/concepts. Systems-approach, supports mission/goals, adds value for students and improves quality of programs and services. Focus will be more limited than traditional role of IE- we will use assessment as a tool for measuring quality/effectiveness, but not monitoring institutional assessment processes (SPA).

Reviewed committee re-structure chart and discussed scope, authority and constraints on committee. Avoid potential duplication of work with SPA and process/procedure. Work will be self-generated, assigned by College Council and/or Leadership, etc. IE will have to prioritize work and may choose not to do some things. Discussed creation of a possible mechanism to solicit suggestions. IE will have some delegated authority due to presence of senior administrators, but will issue recommendations and findings rather than decrees telling areas what they have to do. Because IE is new and institutional committees were restructured, it will be trial and error to start.

Started working on mission statement to define committee's focus and work. "Maximal efficiency and effectiveness of all college operations" was offered as a vision statement or endpoint. Committee members agreed that traits identified in Attachment 1 could form basis for mission statement. **Action: Mike will bring draft statement to next meeting to tweak and finalize.**

- **Looking Back: Revisiting the RRC Committee** (Attachment 5)

Reviewed and discussed the notes from the last combined RRC meeting since IE is expanding upon the valuable work done by those subcommittees. Will revisit those subjects (recruitment, retention, completion) from a broader and more integrated perspective.

- **Looking Forward: Potential Committee Topics/Activities** (Attachment 6)

Committee look at list of potential topics to begin working on. Suggestions include:

- Looking at some piece of data at each meeting to hone our analysis and interpretation skills.
- Review the NWCCU recommendations from the Year 7 evaluation when they become available.

Committee agreed to start with results of 2016 Survey of Entering Student Engagement (SENSE). **Action: Mike will gather 2016 SENSE data and send it out in advance of next meeting.**

To get started, and because of opportunities afforded by summer break, the committee decided to meet twice per month. Most agreed that this timeslot on Wednesdays works well for them. **Action: Lori will follow up with meeting and room scheduling.**

For the sake of continuity and to keep things moving, members were asked to send a proxy if they are unable to attend a meeting and to review agenda and materials ahead of time to make meetings more efficient/effective.

Deliverables:

- Mike will bring draft statement to next meeting to tweak and finalize.
- Mike will gather 2016 SENSE data and send it out in advance of next meeting.
- Lori will follow up with meeting and room scheduling