

**INSTITUTIONAL EFFECTIVENESS COMMITTEE**

*Minutes*

*Don 125 (Lecture Hall) – 08/09/2017*

In attendance:  **Brown, Mike** (chair/ via Skype)  
 **Burke, Tammy**  
 **Dellwo, Sarah**  
 ~~Fillner, Russ~~  
 **Hickox, Chad**  
 ~~Kiesling, Robyn~~  
 **Stearns Sims, Elizabeth**  
 **Turner, Patrick**

Also in attendance: **Cooper, Lori** (recorder)

*The mission of the Institutional Effectiveness Committee is to evaluate the efficiency and effectiveness of college operations to ensure that policies, processes, and resources achieve optimal outcomes. The work of the committee will be informed by the college's mission, core themes, and strategic goals; evidence-based, results-oriented; and holistic, inclusive, and responsive.*

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**2016 SURVEY OF ENTERING STUDENT ENGAGEMENT**

- CONTINUE GROUP REPORT OUTS: ANALYSIS → FINDINGS → COMMENDATIONS/RECOMMENDATIONS

**Benchmarks 1 & 6: Sarah & Russ**

• **#1 Key Points**

Students felt welcome (note these are students who actually registered). Testament to people in the Welcome Center, primarily Mary Twardos. Larger margin felt they received adequate Financial Aid assistance than those who received help to determine if they were qualified. Financial Aid covered in depth in orientation. Possibly related to difficulty getting students to apply for scholarships. Unsure what students were considering when answering the “specific person assigned to them” question. Discussed ways advisors can contact advisees and how that advisor contact can be reinforced in the classroom.

Recommendations: Admissions and Financial Aid are lining up their materials better to ensure students get consistent information right off the bat. Discussed a FASFA filling out time as part of advising appointment, etc. Targeting population with need. Admissions gives FA a list of students who have not completed FASFA so FA can reach out to them.

• **# 6 Key Points**

Students clearly feel syllabi are explained clearly and state they know how to contact instructors outside of class. IE discussed the feeling that student understanding of syllabi doesn't seem as good later in the semester. Maybe have a syllabi refresher at midterms or prior to first formal assessment to remind students of outcomes. Academic and student support services may not have been needed 2-3 weeks into the semester. More of a usage issue than an awareness issue. Most felt that faculty knew their names; 61.9% felt staff (other than an instructor) did.

Recommendations: Do a syllabi refresher at midterms or prior to first formal assessment to remind students of outcomes. Currently encourage faculty to learn student names; have never really talked to staff to encourage this. Orientation helpful as students wear a nametag. May discuss this in Internal Processes.

**Benchmark 3 & Special Focus Topic Advising: Robyn & Patrick**

Meet with advisor at convenient times and helping students select courses of study was marked 'neutral' by many. 'Neutral' may be more that the student doesn't really know what they want. It appears students may not understand how their first semester courses fit towards their goals. College students / staff talk communicate with students regarding outside obligations. Didn't have the time to go through the soft skills with this group of students. Some of these issues are a result of how late the students come in. 'Developmental' and 'remedial' not specified as much, more 'foundational.' Students have some anxiety over placement testing.

*Recommendations:* After hours advising. Clearly communicate and reiterate plans; help them understand the connection between their career interests and the academic pathway. Reinforce the value to the whole person. Ensure students are realistic with their goals and outside obligations. Discussed a tool that would help students understand what changes will do to the time to completion. Find ways for students to be mentors. Encourage students to seek assistance when they need it.

- *NEXT STEPS:*

**Review 2016 CCSSE results?**

HC did another engagement survey done the same year with more mature students (ones who have been students longer). Some questions are slightly different. Could compare and contrast them.

**Determine priorities for action and compile summary for College Council**

Mike will compile summary of findings for IE to review prior to sending to College Council for recommendations.

Mike asked members to look at other things IE should focus on. Some topics may arise out of the group read.

**COMMITTEE WORK PLAN FOR AY2017-2018 (DISCUSS POTENTIAL TOPICS FOR CONSIDERATION)**

Deferred until the next meeting.

**ATTACHMENTS/REFERENCE ITEMS**

1. SENSE 2016 Quick Reference Guide
2. Group Findings

Next meeting: September