Continuous Improvement and Reporting Out

- **Annual Assessment Plans**
  Mike has finished reviewing and giving feedback on assessment plans for this year and last year. Mid-year progress reports due in January, around the same time budgets are due. Mike will send a reminder email.

- **2015 CCSSE Survey Dates (March 14-25)**
  Will be doing CCSSE March 14-25, after midterms but two weeks before spring break. Best practice is to have a team administer, not faculty. Evaluating the institution in general not the course or instructor. Anyone interested in helping administer should contact Mike. Chad and Robyn offered to volunteer.

Feedback on Program Review Progress Report

Last meeting mostly looking at continuous improvement form to roll up info from annual assessment. Chad asked if anyone had additional feedback. Most feedback he had received favorable.

Review Core Theme Indicators/Mission Fulfillment

Mike took the group through a revised PowerPoint. The Year Seven study will focus on three standards that deal specifically with how the institution is planning, allocating, etc. towards goals, mission, themes HC has defined. Using a rubric to measure – exceeding 2, meeting 1, failing to meet 0, or no measurement (NA) – and goal of 60% meeting or exceeding for each set of core theme indicators. Most institutions track too many things. Data can inform work, but some things aren’t important. This is an initial study, will do again before we report out.

Mike reviewed core themes and indicators to explain scoring, 3-year average of AY12-13, AY13-14, and AY14-15. Currently still need to collect 28% of the metrics, need to establish 42% of the baselines/targets.

1. Access and Support – doing well, need 4.2, currently 5.5
2. Demonstrate Academic Excellence – need 5.4, currently 4.5
3. Strengthen the Community – need 6.6, currently 2.5

In Core Theme Three, Community typically refers to service area (tri-county), but also including internal community (staff, faculty, students).
- **CT1 – 2 objectives, 7 indicators, 11 metrics**  
  Need to determine new normal after recession, may adjust targets. For the most part, have the metrics, meeting expectations. Things that we look at often, most overlaps with performance-based funding.

- **CT2 – 3 objectives, 9 indicators, 11 metrics**  
  Meeting goals for developmental education, not much beyond. Not meeting first indicator in transfer. AA and AS degree completion is the biggest challenge. Transfer rates to four-year improving, meeting goal. Transfer success doing well, just a little below 3-yr target. Preparing 21st Century Employee requires data that is difficult to collect. Nursing alone meets the target for pass rates on certifications, but not really reflective of performance of the institution. There was a tool identified for information literacy, but difficulty measuring student improvement. Maybe more of an outcome to address in instructional council than a CT indicator. Was using dual approach, stalled out. Graduate survey is not very effective to gather data on student placement. Need to capture this info for other areas as well. Revamp. Timing is key to participation, need significant number to make it relevant. Some states track with SSNs. Perkins tracks somewhat, but not done systematically. Joe agreed it is difficult to gather the info, he can track by contacting students (getting contact info from Starfish). Email surveys are not effective for trades students.

- **CT3 – 4 objectives, 11 indicators, 14 metrics**  
  HC does employee satisfaction surveys, need documentation. Advisory council recommendations are documented in program review. Community use of campus is tracked by CE. Some question if not all HC sponsored events open for community participation are being included. “Social, intellectual, cultural events.” Mike may need to cast a wider net to gather the info. HC small institution, but still difficult to centralize info. Need to create mechanisms to document collaboration with community stakeholders, service to community. Foundation just getting started, not counted yet and need mechanism to document activity. Meeting goal for employer customized trainings. Rate of faculty/staff PD activities – have the info, just not up to date (from two fiscal years ago). Need to set targets. Three-year average for employee retention not being met. Employee survey baseline to go forward, no info to report yet.

Starting to see where challenges lie. Some things may need to be changed/let go. This group will be involved in those decisions. HC determined targets/baselines three years ago. Mike and Chad requested feedback on targets – If something doesn’t belong, needs to be refined. Easy measurements are often the least important, vice versa. Some things are difficult to measure, but crucial data. Discussed prioritizing – easy to measure, hard to measure, important, not important.

**Deliverable:**  
- **Mike and Chad will create a grid.**  
- **SPA will use the grid to determine what could be consolidated and what is necessary, focusing on Core Theme 3.**