Committee Name: Institutional Effectiveness Committee

Committee Charge: In 1999, the College Cabinet formed the Institutional Effectiveness Committee as a subcommittee of the Planning Council with the charge to serve in an advisory and monitoring capacity for the College. Since its inception, the committee has been an integral part of Central Piedmont Community College's quest for continuous improvement of programs, services, and administrative functions.

The following charge has been given to the committee:
- Based on the SACS criteria, focus on IE and assessment of learning outcomes at CPCC
- Review institutional effectiveness processes including:
  - Schedule presentations of administrative and program reviews and ensure that there has been follow-up on the results.
  - Review Central Piedmont Community College’s results from the North Carolina Community College State Enhanced Accountability measures and make recommendations for meeting all goals.
  - Review external accreditation reports.

Co-Chairs: Lori Alexander and Denise Wells

Objectives for 2008-2009 based on College Goals

1. Student Success
   Goal: All employees provide services to ensure student success by placing the needs of learners first in all decision making and actions.

   State Accountability Measures:
   - Review CPCC’s results on the State Accountability Measures and make recommendations for meeting all goals

2. Organizational & Professional Development
   Goal: Cultivate an organizational culture that makes learning the primary value in every action of the College.

   SACS:
   - Monitor and communicate changes in SACS criteria
   - Review annual and semi-annual Substantive Change reports
   - Provide an update following the annual SACS conference in December, 2008
   - Review the new Federal Requirement re: the course completion process and make recommendations
• Provide professional development training to faculty and staff on Accountability, Accreditation and IE

Communication:
• Communicate the work of the IE Committee to the College
• Review of IE website for currency and efficacy
• Seek input from other committees to determine best practices for entire college

3. Community/Economic Development & Partnerships
Goal: Promote the health and economic vitality of the community through partnerships, coalitions, and collaborations.

4. Institutional Growth
Goal: Plan and coordinate student enrollment, programs, services, and facilities to meet community needs.

5. Institutional Advancement
Goal: Increase available public and private funds for educational programs, capital projects, and general operations.

6. Institutional Effectiveness
Goal: Improve learning outcomes and College programs, processes, and services through a systematic and continuous process of planning, assessment, and improvement.

Learning Outcomes:
• Review the current processes, identify overlaps and make recommendations for the following initiatives: Core Competencies, General Education Assessments, and Program Review
• Review the General Education Outcomes survey results from fall 2008

Administrative and Program Reviews:
• Review the One-Year Follow-up Reports for the 2006-2007 Program Reviews
• Review the Needs for Change/Continued Needs and Future Issues sections for the 2007-2008 Reviews
• Recommend ways to enhance the Program Review Process

External Accreditation Reports:
• Compile an inventory and create a master five-year schedule
• Coordinate the master schedule to the five-year program review cycle
Accomplishments for 2008-2009

State Accountability Measures:
- Review CPCC’s results on the State Accountability Measures and make recommendations for meeting all goals

For the first time ever, CPCC met the college transfer accountability measure with a combined average of 90%, meaning we met all 8 measures!

In addition, following recommendations were made by the subcommittee on behalf of theRetention Committee:

1. The College should consider requiring placement testing via the Accuplacer for all new students who do not qualify for an exception (transfer of college-level English or Math credit, proof of completion of appropriate college-level English and/or math credit, CLEP credit, or qualifying SAT/ACT score) prior to allowing their first registration.
2. The College should consider requiring pre-enrollment advising, orientation, or ACA111 registration of all new students who are not transferring-in credits from another college, attending as visiting students enrolled at another college, or who have completed a college credential previously.
3. The Learning Unit should consider expanding the use of prerequisites for reading/writing/math-intensive courses, as appropriate.
4. The College should consider requiring special advising for college transfer students as specific milestone points during their enrollment, as deemed appropriate by the Counseling, Advising, and Transfer Resource Center staff.

SACS:
- Monitor and communicate changes in SACS criteria

Terri Manning reported those changes to the IE Committee and continues to monitor the SACS website.

- Review annual and semi-annual Substantive Changes reports

Recommend the formation of a new cross-functional substantive change committee.

- Provide an update following the annual SACS conference in December, 2008

Susan Oleson and Mitchell Hagler reported that information to the IE Committee.

- Review the new Federal Requirement re: the course completion process and make recommendations and monitor and communicate changes in SACS criteria
Terri Manning reported those changes to the IE Committee and continues to monitor the SACS website.

- Provide professional development training to faculty and staff on Accountability, Accreditation and IE.

15 sessions of Accountability and Institutional Effectiveness were offered during the 2008-2009 year (486 employees completed the training).

Communication:
- Communicate the work of the IE Committee to the College
  Monthly messaging will be created for input into the Communicator. The subcommittee has also started and “elevator speech” to help with communicating what the IE committee is all about to the college community
- Review of IE website for currency and efficacy
  Subcommittee will work with IT regarding a possible “landing page” for website
- Seek input from other committees to determine best practices for entire college
  Communications subcommittee will be the conduit for gathering this information

Learning Outcomes:
- Review the current processes, identify overlaps and make recommendations for the following initiatives: Core Competencies, General Education Assessments, and Program Review

Debbie Bouton provided updated language on core competencies for inclusion in the Program Review instructions.

Form A (Assessment Report Form for Instructional Programs) will now be required for all programs under review (08-09 reviews).

Prepared a lexicon explaining the differences between program, learning and general education outcomes in simplified language, including examples. The lexicon is housed on both IE and Learning College websites.

The IE Department will offer a Learning Outcomes Workshop in January 2010 and also offer departmental advising on identification of Learning Outcomes, beginning with the FY08-09 programs up for review.

- Review the General Education Outcomes survey results from fall 2008

Linda White, chair of Gen Ed Committee, provided an update to the IE committee.

Administrative and Program Reviews:
- Review the One-Year Follow-up Reports for the 2006-2007 Program Reviews

Richard Zollinger and Lori Alexander met with the Deans and Program Chairs and reviewed the One-Year Follow-up Reports for the 2006-2007 Program Reviews.
• Review the Needs for Change/Continued Needs and Future Issues sections for the 2007-2008 Reviews


• Recommend ways to enhance the Program Review Process

Enhanced Part V: Future Issues section to include anticipated technology needs, retirements and marketing needs.

Created and shareable Status Report with the VP, Learning Unit’s Office to track key deadlines in the program review process.

The Five-Year Program Review Calendar was updated in response to suggestions from the Deans.

The IE Dept. started including the Deans and Division Directors on all communiqués and meeting requests for programs up for review in their assigned area.

The Planning and Research Dept. offered a workshop How to read your data.

External Accreditation Reports:
• Compile an inventory and create a master five-year schedule

An inventory of accreditation programs has been compiled and is currently being reviewed by the appropriate department and program chairs.

• Coordinate the master schedule to the five-year program review cycle

In process.

Challenges
One of the challenges we experienced this year was meeting as a group (the IE Committee consists of approximately 25 people). We tried to coordinate rooms with bridge lines so that faculty and members of the committee could meet via conference room and phone instead of travelling to and from different campuses. However, bridge lines were either unavailable or conference rooms with phones were unavailable. Given the current economic crisis, it would be beneficial to have more technological outlets in order to facilitate meetings.

Recommendations for 2009-2010 Objectives
Our last IE Committee Mtg. is scheduled for May 18, 2009 and this will be an agenda item. Recommendations will be forthcoming based on the updated College Goals.
Minutes

IE Committee, October 27, 2008


Lori provided a brief overview of the charge given to the committee this year. She distributed several hand-outs and provided information on what the college’s objectives were for this committee. She then proceeded to have all committee members introduce each other as they were several new members add to the committee this year.

Lori introduced Terri Manning who gave us the history of IE at CPCC along with SACS criteria associated with institutional effectiveness. Terri then updated us on a recent SACS visit she was asked to be on and informed us of the new changes in some SACS criteria. Terri also updated us on the state accountability measures.

After some discussion it was agreed that the group would concentrate on the following objectives

- SACs- Monitor and communicate changes in SACs criteria
- Review annual and semi-annual and substantive change reports
- Provide an update following the annual SACs conference in December 2008
- Review new federal requirement on course completion processes
- Communicate work of IE committee to college and seek input from other committees to determine best practices for entire college
- Review learning outcomes, review program review follow-up reports and Part IV and Part V of 2007-2008 reviews and recommend ways to enhance process.
- Review external accreditation reports and produce a schedule which will coordinate with program review cycle.
- Review IE website and make suggestions for enhancement
- Continue working with General Ed committee on results from faculty survey completed in 2008.

The committee postponed Mitchell’s update for the 2007-2008 final report of IE committee and the next meeting date was decided upon as Monday, November 24, 3:00 at Admin 4-Conference room on the 3rd floor. For committee members who would like to phone-in the number is 704-330-6330 extension 3575.
Respectfully submitted,

Denise H. Wells, Co-Chair IE committee
Minutes
IE Committee, October 27, 2008


Lori welcomed everyone to the meeting and thanked them for agreeing to be part of the IE Committee. Committee members introduce each other as they were several new members add to the committee this year. Lori introduced Terri Manning who gave us the history of IE at CPCC along with SACS criteria associated with institutional effectiveness. Terri also updated us on the state accountability measures.

Lori provided a brief overview of the charge given to the committee this year. After some discussion it was agreed that the group would concentrate on the following objectives for 2008-2009 in alignment with the College Goals:

**Goal 1: Student Success**

State Accountability Measures:

- Review CPCC’s results on the State Accountability Measures and make recommendations for meeting all goals

**Goal 2: Organizational and Professional Development**

SACS:

- Monitor and communicate changes in SACS criteria
- Review annual and semi-annual, and substantive changes reports
- Provide an update following the annual SACS conference in December, 2008
- Review the new Federal Requirement re: the course completion process and make recommendations
- Provide professional development training to faculty and staff on Accountability, Accreditation and IE

Communication:

- Communicate the work of the IE Committee to the College
- Review of IE website for currency and efficacy
- Seek input from other committees to determine best practices for entire college
Goal 6: Institutional Effectiveness

Learning Outcomes:

- Review the current processes, identify overlaps and make recommendations for the following initiatives: Core Competencies, General Education Assessments, and Program Review
- Review the General Education Outcomes survey results from fall 2008

Administrative and Program Reviews:

- Review the One-Year Follow-up Reports for the 2006-2007 Program Reviews
- Review the Needs for Change/Continued Needs and Future Issues sections for the 2007-2008 Reviews
- Recommend ways to enhance the Program Review Process

External Accreditation Reports:

- Compile an inventory and create a master five-year schedule
- Coordinate the master schedule to the five-year program review cycle

The next meeting date was decided upon as Monday, November 24, 3:00 at PD 212. For committee members who would like to phone-in the number is 704-330-2722 extension 3049.

Respectfully submitted,

Denise H. Wells, Co-Chair IE committee
Institutional Effectiveness Committee

Wednesday, January 29, 2009

Present: Lori Alexander, Susan Oleson, Clint McElroy, Debbie Bouton, Lesley Shroyer, Stacey Brown, Terri Manning, Denise Wells, Janice Burkes, Amy Burns, Amanda Capobianchi, Teresa Hall, Helen Kolman, Anne McIntosh, Sally Whitten, Mitchell Hagler, Linda Moorer, Nichole Patterson, Julie Hopwood, Sue Mulligan, Cheryl Richards, Melissa Warlick

We reviewed the minutes from our last meeting and all approved.

SACS Update - Susan Oleson and Mitchell reported to the committee that they are trying to get clarification from our SACS liaison to see if/when a five-year report is due. Terri Manning offered to contact SACS to see if she can procure some further information. The five-year report would be handled at the Cabinet level.

Each subcommittee chairperson presented their action plans to the group:

State Accountability Measures – Clint provided the group with a spreadsheet and reported on the top 10 colleges within the state with regard to performance measure of transfer students. There was much discussion about policies (or lack thereof) within CPCC that could possibly make a difference in our numbers. Clint said that he would look at the cost of placement testing as a viable factor for trying to meet this accountability measure. The Retention Committee will do more research and report back to the committee.

SACS – Susan and Mitchell suggested there be a subcommittee of IE to oversee and manage all substantive changes for SACS reaccreditation.

Learning Outcomes – Debbie Bouton provided a worksheet with regard to learning outcomes and outlined the needs that the committee sees for improving outcomes that are reported in program review. The committee suggested a hands-on learning outcome workshop and reviewing documentation within the IE committee.

Administrative and Program Review – Lesley outlined several action items. Some of those items have already been addressed and a status report within Planning and Research and the Learning Unit has proved to be successful with accomplishing timely reporting.

External Accreditation – Sally Whitten presented a worksheet in which the committee will follow-up with all programs that are subsequently under external accreditation agencies. It was suggested that program review be one year in advance of external accreditation. The committee will draft a modified calendar to coordinate all the external accreditation dates and program review dates.

Communication – Melissa Warlick asked the group for their feedback as to what they wanted from this committee. She will continue to work with the committee as a whole to see how to best inform the college of the committee’s work, in addition to, reviewing and re-branding the IE Website.

After a thank you to all involved, the meeting was adjourned.

Attachments —

Respectfully submitted,

Denise Wells and Lori Alexander, Co-chairs IE Committee
I.E. Committee
Minutes of March 19, 2009
2:00 to 4:00

Present: Susan Oleson, Cheryl Richards, Terri Manning, Stacey Brown, Debbie Bouton, Sally Whitten, Amy Burns, Lori Alexander, Clint McElroy, Denise Wells

Special guests: Elvira Johnson, Linda White

The committee decided

Clint gave an update from the Retention Committee. There was much discussion about the report. The IE committee decided to support the efforts of the Retention Committee. A copy of Clint’s Powerpoint is attached.

Debbie Bouton filled us in on the Learning College. Three sub-committees have been formed out of that group: Learning Outcomes and Recruitment and Retention committees along with the core competencies. Elvira Johnson spoke about the assessment of the core competencies and will be hosting a training session with faculty to guide them through this process.

Linda White updated us on the General Education committee. The committee has had a major accomplishment take place regarding information literacy. This goal was deemed necessary by the committee college senate approved this goal and it was presented to Learning Council. This goal will be piloted by the library in the near future.

An updated was received by the Communication sub-committee. They have decided to review the IE website. They will publish in the Communicator information regarding the IE committee similar to what the FERPA FAQ’s discussions.
IE committee Meeting Minutes:

May 18th, 2009

Committee members present: Denise Wells, Terri Manning, Stacey Brown, Lesley Shroyer, Cheryl Richards, Cathey Ross, Melissa Warlick, Amy Burns, Teresa Hall, and Susan Oleson

Final Update from Sub Committee groups on year accomplishments:

Program Review subcommittee Update (Lesley Shroyer)-
- Lesley provided a handout with updated documentation and a timeline of where each program is within the program review schedule
- The following updates were added to the schedule
  - Status report to Deans and Division Directors
  - Final program review sign-off is required
- In the spring, Denise Wells and Bobbie Frye facilitated a “How to Read your program data” workshop to areas currently going under program review. Another session will be planned for the fall.

5 Year Report Subcommittee Update (Susan Oleson):
- It was discussed that we needed a systematic process to go with instructional updates and changes. A process needs to be established to ensure communication of changes and updates.
- Ensure communication is streamlined

Communication Subcommittee Update (Melissa Warlick):
- Suggestion was made to work on communicating what the mission of the committee is to the greater college community
- This group wants to continue working with the IE department and updating the website throughout the summer
- The committee also recommended that the work closely with all sub groups and them communicate their accomplishments with the rest of the committee and college.

Accreditation Timeline Subcommittee Update (Sally Whitten):
- The committee completed a calendar on accreditation timeline for all programs under an outside accreditation agency
- The group is working towards realigning program review with accreditation review. This would allow programs to go through Program review first and then accreditation in hopes of having most data/information prepared a year ahead of time and then updated.
- The committee will continue working on this list until all accreditation dates have been verified
Learning Outcomes subcommittee Update (Terri Manning):
- The committee is currently working with the Communication faculty by facilitating a workshop on learning outcomes. This session was completed on May 20th
- They are working towards ensuring all groups are producing consistent learning outcomes
- Future plans are to conduct similar sessions with other programs.

Denise Wells reviewed Clint’s subcommittee updates:
- Placement Testing is being looked into for all students registering. Clint presented some data on the higher succeeding rate earlier in the year to the committee.
- The subgroup also discussed special advising with transfer students to ensure success

The following recommendations were discussed for upcoming year:
- Due to technology issues, meetings will not be done via teleconferencing unless new equipment/technology is found. Bridge lines and conference rooms with telephones need to be more readily available for meetings.
- The need to archive all meeting minutes will be reviewed for upcoming SACS review
- Start IE committee meeting earlier in the year.
- The SACS review is approaching and it was discussed that the Committee needs to take a more active role in communicating to the college community about what will be coming up for 2013/14 visit.
- A suggestion was made to use IE meeting times for sub groups and committee meetings. The main committee could meet first and then sub committees could meet shortly thereafter.

Respectfully submitted,

Stacey Brown