

Action Project 3

2003 Annual Update with Feedback

. Describe the past year's accomplishments and the current status of this Action Project.

The Action Project Team continues to complete activities relating to improving new and usable reporting information. During the budgeting process, a separate division chair budget was created to assist in cost per FTSE (Full-Time Student Equivalency) analysis in the future. This will allow for cost per FTSE analysis to be done on the discipline level not just the division level. Also related to FTSE reporting, the team has started creating a Banner report for division chairs and faculty that provides information that includes headcount and FTSE by campus, division and discipline. This has not been completed and will continue to be a discussion item. To encourage the use of more usable information being available, Banner training was provided for all division chairs and secretaries on the Signal Peak campus. The team also worked to provide information that supports Action Project 2 The Institutional Planning and Research office completed a study of the relationship between Asset placement scores and success in math classes. While no statistical significant relationship between placement score and success in the math course was found, a byproduct of that study showed that approximately 75% of our developmental mathematics students successfully completed their first course with a grade of C or better. Information is now available though Banner that provides a break down by age group and percent of students that have completed the pre-requisite for a course. This allows division chairs to examine the relationship between success in a class whether or not the pre-requisite was completed as well as persistence from one semester to the other. The team assisted in the creation of a user-friendly registration summary to assist advisors, faculty and staff to better serve students during the registration process. The team worked closely with the CAC Curriculum, Learning, and Assessment Support Services office (C.L.A.S.S) and the Program Review committee to begin revising the Program Review process. The role of this action project was to make sure that the data required for Program Review is accessible and usable. In addition, all groups involved worked together to align data with the AQIP Criteria

Review (10-20-03):

You are making acceptable progress in improving and continuing to improve new and useable reports. In particular, the FTSE and Banner reports and the Online Registration Summary will significantly increase the availability of targeted baseline data for decision makers, administration and faculty. As you know these reports reflect a key AQIP principle of collaboration and integration that is vertical and horizontal within the organization. It also reflects an AQUIP principle of using fact-based information in the decision making process. Good job! It appears as though you are currently in your third year of your project with a portfolio due in May 2004. One of the performance targets was to "set parameters and design standard reports" with both QA and QL performance measurements. Some of these reports have been successfully defined, but it appears that others are still in progress. I am wondering if your committee should not determine a list of specific progress reports that would in the minds of the current stakeholders provide measures of satisfaction and the appropriate data for ongoing improvement of programs. You will need to determine what reports they want as well as what reports they actually need to accomplish the objectives of program review. Maybe you should start at the ideal

reports and back off to what you can do today, in the near future, and those reports if minor miracles occur. Another way of saying this is what do they absolutely need, like, and hope to have. Maybe you have already determined this list or maybe you were viewing the process as the determining force. I cannot tell from the information I have. But with the portfolio deadline coming soon, it will be important for you to demonstrate a significant number of results in relation to a measurable accomplishment of your project. Thus, you will need to demonstrate that these reports will produce the data needed to do continuous improvement of your programs and you will need to indicate the percentage of the project (or number of reports) you have completed. It is not clear if a baseline of data for all reports has been determined nor if the assessment of standard reports has been implemented as a process.

B. Describe how the institution involved people in work on this Action Project.

Regular meetings of the team occurred throughout the year. Other stakeholders were invited to attend as either a resource for the team or by request of the stakeholder to obtain information. The Action Project had 10 members on the committee which were asked to provide feedback on the needs of there various areas. The online registration summary has been made available to all faculty and staff. Training was provided on the Banner system for chairs and secretaries on the Signal Peak campus.

Review (10-20-03):

You are to be commended for using various stakeholders in the project design and the online registration summary. Undoubtedly, you have been strategic in your choice of the people involved.

C. Describe your planned next steps for this Action Project.

At this point in time we may look at the institution needs for accessibility of information. A great deal of information is currently being produced by computer services and the registrar's office but may not be being used in planning due to it not being readily available. Currently information has to be looked for rather than being easily accessible online from a person's office.

Review (10-20-03):

Let me encourage you to keep the project moving. Be specific in what you are attempting to accomplish. Determine how you will take this next step and go for it. In my experience information services tend to be responders vs. initiators. You will need to push stakeholders and information services to ask ideal questions about what they would really like to have, not just what is available. Another source of getting the "ideal" data is by questioning other colleges both to determine if they are a benchmark that will provide you some tangible ideas and if they know of benchmark colleges to provide additional input. Ultimately, the users must determine what they actually need and/or want. If the information is in the database, then a query can be made and a report printed. If it is not, then it must be inputted.

D. Describe any "effective practice(s)" that resulted from your work on this Action Project.

The effective practice we are proud is that the development of the online registration summary was done after looking at the needs of the end user in particular the advisor's who are assisting students in creating there schedules. Then looking at the information

needed to help students create schedules and placing that information in an easily readable format online. Prior to the creation of this online registration summary advisors would have to look at five or six screens to get the information now available on one screen or the advisor would use a paper copy of the registration summary which would have dated information rather than real time information as the online registration summary does. As the team continues on with its work, we expect future effective practices to develop.

Review (10-20-03):

It appears that you have made a significant step in your advising program by narrowing your information to one screen. If your software, is widely-used, perhaps the content of your screen and suggestions on how to get this to one screen (perhaps an outline from the IS department on your website) could be beneficial to other institutions.

E. What challenges, if any, are you still facing in regards to this Action Project?

A current challenge for this action project as well as the institution is that we are currently without a Director of Institutional Planning and Research. As a result, many efforts of the team have been put on hold until the position is filled. Another challenge is to make accurate data readily available to all who may wish to use it for planning or any other task related to learning and improvement of the institution. Related to this is the dissemination, via online or shared hard drive, of a prioritized list of the data being produced. The next challenge would be to get everyone using the data in ways which will improve learning, decision making and drive the planning process of the institution. To accomplish these task it will take hours of personnel time away from the day to day tasks which consume most, if not all, of the work day.

Review (10-20-03):

It might be how I read your report, but it seems that you need to focus on action steps to accomplish your objectives. Your project is doable and worthwhile to the community. Focus on what you can do. Work with those who will work with you. Break your reports into various groups and save the hardest ones for last. Review the Web for colleges that have online assessment programs. These programs are related to your project and could produce actionable ideas. Perhaps, you should add new members to your committee who would have fresh ideas and energy. Maybe you should start another committee who would be beta testers and eventually facilitators of the reports either needed and/or prepared. Remember the way to eat an elephant is not all at once, but one bite at a time.

F. If you would like to discuss the possibility of AQIP providing you help to stimulate progress on this action project, explain your need(s) here and tell us who to contact and when?

Not at this time.

Review (10-20-03):