

Action Project 2 Annual Update with Feedback

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

This Action Project spent the current year completing various tasks related to the stretch targets. As a result of discussion and broad involvement from stakeholders, some of the stretch targets were again revised to ensure that the data being collected was useful and meaningful. As a result of our discussions, two stretch targets were omitted based on the fact that the data would not be useful or meaningful. The Action Group was successful in facilitating the collection of some of the baseline data collected. This was obtained by using existing assessments (CSSSE, Alumni Survey, Graduation Survey) as well as revising existing documents to collect data (Drop/Add Form, Academic Student Advising Survey, Student Services Specialist, Faculty Advisor and Faculty Surveys). These instruments assisted in collecting baseline data for the following stretch targets: Why students are dropping during the specified drop/add period Student satisfaction with SOAR (one orientation program at CAC) Student satisfaction with financial aid services Student satisfaction with education received Student Service Specialist and faculty advisor satisfaction with advising In addition to assisting in the revision of the Drop/Add form and satisfaction surveys, the team was involved in revising the Faculty Notification Form. This form serves as a communication device to the instructors in the case of a student being placed in a class for which the pre-requisite does not appear on their record. Currently, and electronic sign-in process is being developed to be utilized as part of advising process. Incorporated into this will be the revised Academic Student Advising Survey. The team is working with Action Project 3 to design the process.

Review (10-29-03):

Based on the provided information, CAC's proposed Action Project, Expand and enhance student assessment and advisement to strengthen placement, is making progress in its implementation of articulated objectives. Such progress is manifested in broad discussions involving affected constituencies, analyses of discussion results, modifications based on the results and completion of some of the proposed objectives, successful collection of some of the proposed baseline data, and utilization with modification of existing instruments on campus in collecting the baseline data. Notably observed in the progress is the process of developing an electronic sign-in process to be utilized as part of advising process. A revised Academic Student Advising Survey is also being planned to be incorporated into the advising process. All this points to a positive effort that CAC is making in completing its proposed AQIP project to improve areas in student assessment and advisement.

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

Regular meetings for the action project team were held throughout the year in Distance Learning format to ensure the opportunity for participation from all campuses. In addition, other stakeholders were invited to attend either as a resource for the team or based on informational needs of the stakeholder. The team also worked closely with Action Project 3 regarding the collection and reporting of data.

Review (10-29-03):

With the multi-campus setting of CAC, efforts have been made in involving a broad participation of CAC members and other stakeholders in discussions and implementation

of Action Projects. Regular meetings of the action project team proved to be especially important in providing leadership for the whole campus.

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

The team will continue to collect and analyze data that is collected. The information received will be passed on to the appropriate division for discussion regarding improvement, if necessary. In some cases, satisfaction was very high. The team is now looking to break down the data into groups (i.e., age, ethnicity, etc) to identify any trends that may exist. A focus in this upcoming year will be around the assessment part of this action project. We will work closely with action Project 3 as they have already started in this area.

Review (10-29-03):

The planned activities that have already started at CAC seem to suggest a clear direction where the action projects are being directed. Some of the data collected are already analyzed and more to be analyzed once they are collected. Communication of such data analyses with and to different campus divisions is also recognized to be strengthened in sharing the data analysis information.

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

While no effective practices have clearly emerged at this time, we believe that the completion of our next steps will assist in the identifying some effective practices.

Review (10-29-03):

At this time, CAC is still exploring what is currently taking place in the process of implementing its proposed action projects, and hoping to discover some effective practice from the process.

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

While much has been accomplished throughout this year, this Action Project still faces some challenges. We have made some progress in centralizing all our data collection through our Institutional Planning and Research Office. However, we still have pockets throughout the institution that are doing their own thing. This problem is escalated by the fact that we are currently without a Director of Institutional Planning and Research. Further hindering the goal of this action project is the fact that we are currently without a Dean of Student Services. With the focus of our action project falling under Student Services, this vacancy will have a direct impact on our progress.

Review (10-29-03):

The described challenges indeed will present some additional difficulties for the successful implementation and completion of planned action projects. However, such challenges also offer opportunities for CAC to explore several options. One option in the absence of an IR director is a process of considering division of labor in collecting and analyzing data. Such division of labor could consider those areas such as the Records Office, the office in charge of the current placement testing, the advising area either by academic units or by a centralized office. When those areas have collected the data and provided some initial analyses, the action project team could serve as a centralized location where all submitted analyses from those areas could be aggregated and analyzed against CAC's articulated AQIP Action Project objectives. Another option or

opportunity is to discover leaders from faculty and/or staff who have the expertise in carrying out some of the work of data analyses. A third option in the absence of the Dean of Student Services is for the action project team to take on the leadership role in delegating activities that need to be implemented for those action projects. As stated clearly of AQIP's goal in facilitating institutions in their proposed AQIP projects, it is to create a culture in a participating institution that will enhance communication, ongoing learning, among several others purposes. Such self-initiated efforts from the action project team would help greatly enhance such communication and recognition of continuous improvement.

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 (10-29-03):

From the response from CAC, it appears that CAC is on its way in following its planned action projects and their implementation, even though it will take the action project team to be more creative in delegating tasks, and more energetic in implementing these projects. With a strong leadership from the action project team, CAC will benefit from the completion of its proposed AQIP projects.