

Institutional Effectiveness Committee

Meeting Minutes

October 12, 2007

Charge: Monitor the College's success on its mission, vision, and learning outcomes; facilitate the development and adjustment of assessment measures; monitor the College's achievement on its quantitative and qualitative performance indicators; and monitor and continuously update the College's strategic plan.

Attendance

Present:

Paulette Popovich (chair) Bill Clark Susanna Horn Jack Kristofco Maureen Lerch
Cindy Summers Colleen Teague Tim Vierheller Paul Weinstein

Absent with Notice:

Bill Fisher Lindsie Webb

1. **Call to order:** Dr. Paulette Popovich, chair, called the meeting to order at 12:05 p.m. in F-103.
2. **Approval of minutes from September 21, 2007, meeting**
3. **Approval of the agenda**
4. **Old Business:**
 - A. **Noel-Levitz Results Discussion/Recommendations**
 - i. How do we identify practices that helped us improve our ratings?
 1. Unit leaders will receive the summary of significant changes in Noel-Levitz ratings.
 2. Leaders will be advised to access the entire report online
 3. Leaders and their units will be asked to identify altered practices that may have affected changes in Noel-Levitz scores relevant to their areas.
 4. Maureen and her team will create the Library's response as an example.
 5. Paulette will create a memo to the units with the Library's response attached.
 6. Units will turn in their reports on their altered practices in July 2008.
 - ii. Remember: We need to make assessment meaningful to us and keep our data up-to-date.
 - iii. Student RANKING of items is important:
 1. For the College's mission
 2. For assigning space
 - iv. Concern about low rating of academic advising:
 1. The meaning of the ratings is complex
 2. It is clear that students don't feel "cared about" when it comes to academic advising.

- v. Concern about low rating of the College book store:
 - 1. Barnes and Noble does its own regular assessment.
 - 2. The College and B&N discuss the assessment results together.
- vi. Other Noel-Levitz-related items
 - 1. The committee voiced a need to assess the food service.
 - 2. Perhaps we need more detailed information about satisfaction with College facilities.
 - a. Temperature of the building and condition of restrooms might be a concern.
 - b. Currently such information is buried in the faculty evaluations as unsolicited comments.
 - c. A program is “in the works” for accessing and analyzing such comments.
- vii. We should post the Noel-Levitz “changes” summary on the web with a press release and explanation of how to read the tables. “NC” will be added to the tables to indicate “no change.”

B. Higher Learning Commission Criteria Discussion

- i. How do we go about collecting information?
 - 1. Review the process we used for our last self-study – the Baldrige Model
 - 2. Get examples of more recent “best practices” for self-studies
 - 3. Why would we use one model over another?
- ii. Paulette reminded the committee of the importance of integrating assessment into our regular operation. Continuous improvement is where we want to go!
- iii. Additional documents we will need:
 - 1. A copy of the Higher Learning Commission handbook – provided by Paulette
 - 2. Articles about the Baldrige Model as it applies to higher education assessment and innovation – provided by Maureen

C. Wayne College Operational Indicators and the HLC Institutional Snapshot

- i. Bill will write queries for the “snapshot” items he can access easily.
- ii. Bill will also identify which items will take a while to query and which items he cannot currently access.
- iii. Colleen emphasized the importance of longitudinal data.
- iv. Paulette asked us to think about what else we want to know for Wayne’s own continuous improvement.

D. Wayne College Strategic Plan “Tree” and Timeline Updates

- i. Technology Plan has been submitted
- ii. The Assessment Plan work group has met, and the first draft will soon be written.

5. New Business -- none

6. Good of the Order: Next meeting – Friday, November 16, 2007, at 12:00 p.m.

7. The meeting was adjourned at 1:45 p.m.

Respectfully submitted,

Susanna K. Horn, secretary