AQIP Steering Committee – September 23, 2011
Fourth AY12 Meeting

Communication Plan:
Referred to by President at faculty/staff convocation
Referred to in College-wide meetings by President and Provost
Met with Faculty Senate September 21
Others being scheduled
Web site update initiated

QIP…
    Process:
        Review draft today
    New proposal:
        Graduate Admissions
    Anticipated:
        CLxxx Review
        Retention
    Current:
        See AQIP Basics Document
        Four currently soliciting membership

Action Projects on Assessment:
Review AP Declaration for this project today
Still finalizing committee members

Action projects:
Reports due September 30:
    Submitting final reports for **Emergency Response** and **Shared Governance**
    Submitting update report for **MA101/102 ALEKS** and **Course Redesign**
    Submitting **Assessment & Planning** as new project

Future Meetings:

October 28	UC Board Room
November 4	UC Board Room
November 18	UC Board Room
December 2	UC Mississippi Room
December 9	UC Board Room

AQIP Steering Committee Meeting
3-5 pm – September16, 2011
Kent Library – Room 311

In attendance: Chair, D. Starrett, B. Kelly, D. Koch, K. Loenneke, D. Probst, P. Ryan,
B. Skinner, and S. Swartwout

Absent: D. Atwood, C. Frazier, T. Messmer, R. Rosati, S. Scott, A. Vandeven, P. Vining

Notes: Wanda Lang

Dave mentioned:
- He's on the agenda for Faculty Senate for Wednesday, September 21.
- Will not be going to the College meetings that are being held during September.
- May go to College Council at a later date.
- Will be talking to Student Government to get on their calendar.

Dave distributed a packet of materials to go over:
- Q^2 Projects
  - Mentioned we have about six Q^2 in the process for fall 2011
  - Under #4 the questions were updated this morning. Take these out and add the new questions.
  - Under examples of potential Q^2 projects – shorten the list and add these new ones:
    - Improving Communications Among Student Organizations
    - Effective Tracking of PTO and Vacation
  - Under Why propose of Q^2 leave out "any monetary incentives"

Dave will make these changes and bring the revised document to the next meeting.

- Proposed Planning & Assessment Action Project
  - Under Project – in the first sentence change the word system to plan. Otherwise this document looks good.

It was suggested that we need to update the portfolio "OO" document to reflect these Action Projects.

- Action Project Commitment Declaration
  - Under B change the word system to plan
  - Under J change the word admiration to administration and add Student Government to the list of where the project is currently being highlighted.

With these few minor changes this document is ready to move forward to Executive Staff.

At our next meeting we will finalize the draft of the Q^2 projects and possibly have the names of the membership for the Proposed Planning & Assessment Action Project.

Next meeting will be September 23, 2011 in University Center Board Room at 3 pm.

AQIP Basics

The AQIP Accreditation process through the Higher Learning Commission (HLC) is on a seven-year cycle. Southeast entered the AQIP process in 2006 and is thus in the middle of its first cycle. Below is a timeline for the AQIP process, a list of AQIP Action Projects Southeast has completed or which are currently active, and some explanations of AQIP terminology.

2006	1.	**Campus Applied to AQIP**. Deadline was May 15, 2006.
	2.	During the same time frame, the campus went through a **Self-Assessment** using the AQIP Examiner and NSSE (National Survey on Student Engagement).
	3.	**Examiner results** were **analyzed** with the help of an outside consultant.
	4.	Campus derived six tentative quality improvement **Action Projects**.
	5.	Campus sent an AQIP Team to a **Strategy Forum** in November of 2006.
2007	6.	**Action Projects** were refined and **confirmed**. Projects are posted on the AQIP Web site.
2010	7.	The **Systems Portfolio** was submitted for review.
2011	8.	A **System Appraisal** of the Systems Portfolio was performed by a seven-member AQIP team. Campus received the feedback.
2011	9.	The campus participated in a second **Strategy Forum.**
2012	10.	Updated **Systems Portfolio** will be completed in fall.
2012/ 2013	11.	AQIP will make a **check-up visit** to the campus to confirm that the process is working and the accuracy of the evidence it has provided to AQIP. Feedback and consultation is part of the process.
2013/ 2014	12.	**Reaffirmation of Accreditation** will be performed.
2014	13.	Next date for **Systems Portfolio** to be submitted for review.

Three simultaneous cycles occur:
1. <u>Action Project updates</u> and <u>Systems Portfolio</u> maintenance are occurring annually
2. <u>Strategy Forum</u> and <u>System Appraisal</u> occur every four years
3. <u>Quality check-up</u> and <u>Reaffirmation of Accreditation</u> happen every seven years

For more information on AQIP:
http://www.aqip.org/

For more information on the Higher Learning Commission:
http://www.ncahlc.org/

For more information on AQIP at Southeast:
http://www.semo.edu/aqip

Southeast's AQIP Action Projects*	Start	End
Defining Indicators of Being the University of First Choice	06/01/07	05/15/09
Improving Information Distribution and Communication	06/01/07	06/05/10
Strengthening faculty-Based Academic Advising – Part I	06/01/07	05/01/09
Improving Students′ Basic Algebra Skills using Technology Plus Individual Tutoring	01/19/09	12/31/11
Development of Communication Protocols and Training Program for Emergency Response	04/01/09	08/03/11
Shared Governance	09/07/10	07/01/11
Course Redesign	09/07/10	06/03/13
Assessment Development and Planning	10/01/11	08/31/12

*Next Action Project annual update deadline: **September 30, 2011**

Southeast's Q^2 initiatives (Q^2 = Quick Quality Improvement Project)	Start	End
Credit Hour Definition	10/01/11*	TBD
Student Learning Outcomes	10/01/11*	TBD
Online Program Development	10/01/11*	TBD
Learning Management System Review	10/01/11*	TBD
CLxxx Review – in development	09/15/11	TBD
Graduate Admissions – in development	TBD	TBD

*Start dates are tentative

Glossary:

- **Accreditation** –
  o Regional: Higher education institutions are accredited through one of six regional accrediting bodies.
  o Disciplinary: Programs and units are accredited through national accrediting bodies in the discipline.

- **Action Project** – Quality improvement projects varying from a few months to years in length with three years the maximum. Three to four are always underway at one time and one always focuses on student learning. One of two basic components to the AQIP process.

- **AQIP** – Academic Quality Improvement Program.

- **Examiner** – Self-assessment tool provided by AQIP and used to gauge an institution's progress in creating a culture of continuous improvement.

- **Reaffirmation of Accreditation** – Every seven years the Higher Learning Commission confirms the improvements being made on campus through the action projects and systems portfolio.

- **PDCA** – Plan, Do, Check, Act, cycle. Process of completing the "loop" on assessing initiatives and refining them as needed

- **Strategy Forum** – Eight campuses send a team to participate in a 3-day session in Chicago that provides the institution with supportive, facilitated peer feedback on Action Projects.
  o A team consists of 6 to 8 members and includes the President and the Provost.
  o At the forum Action Projects are developed and refined.

- **System Appraisal** – A review of the Systems Portfolio by a seven to eight member AQIP team of system appraisers. Provides the institution with written actionable feedback that can be used to create strategies and actions that move the campus towards its AQIP goals.

- **Systems Portfolio** – An up-to-date online portfolio maintained by the institution describes key systems and processes the organization uses to achieve goals and performance results from those. Includes updates on the action projects. Maximum 100 pages (in PDF format). One of two components to the AQIP process.

AQIP Steering Committee – September 21, 2011
Proposed Planning & Assessment Action Project

As an outcome of the recent Strategy Forum attended by a team from Southeast and in response to the recent Systems Appraisal, the AQIP Steering Committee (ASC) is proposing a new Action Project that focuses on improving the planning and assessment processes at Southeast. Southeast has in place an effective planning process. This Action project will emphasize "closing the loop" on these processes including the assessment and reporting components. Below is an outline of the proposed Acton Project.

Assessment Development and Planning Team – ADAPT

Project:

The ASC will establish an Action Project team that will develop a plan for strengthening the assessment component of planning processes and completing the Plan Do Check Act (PDCA) cycle. The Action Project will be a year-long project that will produce a plan for developing the process. The implementation of the plan may be a three-year project and could be considered as a subsequent Action Project.

Charge:

Develop a process to document how we operationalize the strategic plan mission, vision, and objectives and report the results to the public in a systematic cyclic manner. Develop a process for cyclic campus-wide assessment of planning processes.   Make recommendations to the President and Executive Staff on initial measures and processes to initiate the Action Project.

Timeline:

- Charge Completed   - September 1, 2011
- Committee formed and operational   - September 30, 2011
- Committee gathers input from university community   - Oct. 1 - Nov. 30, 2011
- First draft disseminated to university community   - February 1, 2012
- Second draft disseminated to university community   - March 15, 2012
- Final version disseminated to university community   - May 1, 2012
- Implementation   - September 1, 2012

The ASC will be updated periodically thru this timeline with meetings and reports. This committee will work with and get input from the President periodically during the process.

Membership:

- Director of Assessment
- Director of Institutional Research
- Executive Staff (1)
- Faculty Senate (1)
- Faculty at Large (1)
- Chairs Forum (1)
- Deans Council Representative (1)
- Professional Staff Representative (1)
- Clerical Technical Staff Representative (1)
- Student government (1)

Every division needs to be represented within the above membership.

Faculty Senate will nominate 2 Faculty Senators for the Faculty Senate position and 2 faculty for the Faculty at Large position. Chairs Forum, Deans Council, Professional Staff, Clerical Technical Staff and Student Government will each nominate 2 individuals for their respective positions. The President will choose from these the nominees that will serve on the committee.

Graduate Admissions Q^2 Proposal:
9/19/11

In June 2011, graduate admissions functions moved to the Office of Admissions. At that time, almost all aspects of the graduate admissions process, such as communication with applicants, was manual. We plan to align graduate admission processes with undergraduate admission processes to increase communication with School of Graduate Studies applicants and program coordinators, improve applicant data accuracy and retention, and streamline admissions processes.

A variety of steps have been taken since June 2011 to begin working toward improved communication, efficiency and applicant data accuracy and retention:
1. All graduate applications are processed in Banner upon arrival to the Office of Admissions.
2. IT developed a graduate program coordinator web site to provide coordinators with applicant data, including application date, admission decision date, admission type, letter sent date, assigned advisor, enrollment status, contact information, and test scores.
3. The Office of Admissions is meeting with all graduate program coordinators during September 2011 to determine/confirm admission procedures for each program.
4. An IT project request has been submitted for development of graduate applicant application received, incomplete application, admitted and pending automated e-mails.
5. An IT project request has been submitted for development of a graduate letter generator database to include personalized admitted, pending and denied letters.

We propose the formation of a Quick QIP project to expedite the alignment of graduate admission processes with undergraduate admission processes. This Quick QIP project should begin immediately and continue through the end of the Fall 2012 semester. At that time, the Graduate Admissions Quick QIP Committee will analyze progress toward reaching its goals.

Proposed Graduate Admissions Quick QIP Committee members:
1. Debbie Below – Associate Vice President For Enrollment Management/Director of Admissions
2. Alisa McFerron – Assistant Director of Admissions for Operations
3. Lenell Hahn – Associate Director of Admissions
4. Gail Amick – Admission Specialist

The Action Project Commitment Declaration
AQIP institutions complete their actual Action Project Commitment Declarations in the Action Project Directory on AQIP's website, but the web form follows the structure below. We've provided brief explanations of what each item requires in italics, after the item.

Institution: Southeast Missouri State University

Planned project kickoff date: (default is the date of the project declaration, but you can enter a different date): September 15, 2011

Target project completion date: (the date you plan to complete the project): August 31, 2012

Actual project completion date: (default is the date you retire the project, but you can specify a different date)

A. Give this Action Project a short title in 10 words or fewer.
   Use a descriptive name containing nouns and verbs that will enable people searching for projects that interest them to find yours.
   Assessment Development and Planning Team

B. Describe this Action Project's goal in 100 words or fewer.
   You don't need to explain how you are going to accomplish the project's goals, but the clearer and more explicit the purposes are to you, the more likely you are to mount a successful project.
   The AQIP Steering Committee will establish an Action Project team that will develop a plan for strengthening the assessment component of planning processes and completing the Plan Do Check Act (PDCA) cycle. The Action Project will be a year-long project that will produce a plan for developing the process. The team will develop a process to document how we operationalize the strategic plan mission, vision, and objectives and report the results to the public in a systematic cyclic manner. It will develop a process for cyclic campus-wide assessment planning. It will make recommendations to the President and Executive Staff on initial measures and processes to initiate the Action Project.

C. Identify the single AQIP Category that this Action Project will most affect or impact.
   Identifying the primary AQIP Category will allow colleagues from other institutions who are searching for projects that interest them to find yours. Making clear which of the nine AQIP Categories is most related to the goals of your project will help you and others with similar interests to communicate.
   Category 8, Planning Continuous Improvement

D. Describe briefly your institution's reasons for taking on this Action Project now — why the project and its goals are high among your current priorities.
   The planning process on the campus is considered effective but the institution recognizes that in many cases the loop isn't closed and that the Plan Do Check Act cycle isn't complete. This Action Project will help the campus create a plan to identify, develop or enhance assessment of the functions in all divisions at the institution. The project will also lead to a stronger process for completing the cycle and closing of the PDCA loop. The effective implementation of the project will ultimately lead to a more consistent and effective planning and assessment process. This outcome meets the perceived needs of the institution. It also helps the campus respond to many of the opportunities identified in the recent systems appraisal.

E. List the organizational areas — institutional departments, programs, divisions, or units — most affected by or involved in this Action Project.

List the academic units, departments, or organizational areas that will be directly or indirectly affected by the project, or whose needs may influence the way the project is conceived.
This project involves all divisions and units on campus and will be driven by the AQIP Steering Committee.

F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve.
Some key processes have commonly used names (hiring, personnel evaluation, course preparation, program design, budgeting, planning, etc.) while others may require unique designations and descriptions.
The focus is on the integration of assessment into the planning process on campus

G. Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion).
If you plan for this project to last longer than one year, identify the goals you hope to reach at one or more interim phases as you work on the project. Establishing "mileposts" that mark progress toward your ultimate goal is equally useful for projects of shorter duration as well, but not required. These interim goals or mileposts should be objective measures or indicators that "stretch" or challenge your capacities and thereby build and extend your institution's skills in tackling and solving problems.
It is anticipated that it will take one academic year to establish the committee, identify current and new planning or assessment process, and develop a plan that will be implemented subsequent to the completion of this Action Project.

H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing.
Your Action Projects are important, and deserve a central place in your institution's attention. Explain how you plan to keep everyone focused on what you are working to achieve.
The Action Project team will be reporting back to the AQIP Steering Committee periodically throughout the Action Project timeline. Success will be indicated by the development of a workable implementable plan.

I. Describe the overall "outcome" measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals.
Process measures tell you whether you are making progress toward accomplishing the project's goals, and serve as "leading indicators" or predictors of a successful project. Outcomes measures tell you whether the project has actually accomplished the goals or purposes that led you to undertake it, measuring whether it was successful when completed.
The outcome is the development of the workable implementable plan as described above. The progress of development of the plan will be reported by the Action project team to the AQIP Steering committee periodically throughout the timeline of the Action project.

J. Other information (e.g., publicity, sponsor or champion, external partners, etc.)
This project was developed through input from our recent Strategy Forum as well the AQIP Steering Committee which represents faculty, staff, students, administration and Divisions across campus. The project is currently being highlighted and described at various meetings and events on campus including Deans Council, Administrative Council, Academic Council, Faculty Senate, Student Government and the President's annual State of the University address among others.

K. Project Leader and contact person (First Name, Middle Initial, Last name, Title, Email, Telephone)
David A Starrett, yada, yada

Do You Have a Project You'd Like to Initiate?
Make it a Q^2!

Definition of a Q^2 Project: A Q^2 Project is an institutional quality improvement project. Like an AQIP Action Project, a Q^2 Project both focuses and highlights an institution's efforts in undertaking specific improvement initiatives that enhance the quality of services provided to customers/stakeholders while providing benefits to the institution. However, a Q^2 Project is a smaller project that may take place at an institutional or departmental level and may be proposed by any university community member including students. A Q^2 typically takes a shorter amount of time to complete than an Action Project and could potentially provide benefits to the entire university, if expanded.

Examples of current Q^2 projects at Southeast:
- Assigning/defining credit hours under new federal guidelines
- Anticipating online-course growth and needs
- Business process analyses for graduate admissions and graduation
- Review and revise the Career Linkages class program

A Q^2 project might also be nonacademic, such as:
- Identify, develop, and implement new employee orientation materials
- Developing effective tracking of PTO and vacation hours
- "Green Skills" training across campus
- Improving communications among student organizations

Why propose a Q^2?
- To complete a needed project
- To exercise leadership in University service
- To publicize your efforts and results across campus
- To access the guidance of the AQIP Steering Committee

The Q^2 Project Process
1. Include these required elements in your proposal:
   - Problem/opportunity statement and goal statement that includes "PDCA": Plan, Do, Check, Act.
   - Description of the project scope and constraints
   - Identification of important stakeholders
   - Project process and measurements
   - Team membership: you must have a commitment to this project from all team members from all divisions involved.
   - Preliminary timetable for the project

2. Submit your proposal to the AQIP Steering Committee Chair for approval.

3. Upon signed approval of the proposal, the team will be will be assigned an AQIP Steering Committee liaison and may affirm readiness to begin the project.

4. After one year, submit a $\underline{Q^2\text{ Project Update}}$ to the AQIP Steering Committee chair that responds to the following 5 elements:

1) Describe the past year's accomplishments and current status of this Project.
2) Describe how the institution involved people in work on this Project.
3) Describe your planned next steps for this Project.
4) Describe any effective practice(s) that resulted from your Project.
5) What challenges, if any, are you still facing in regards to this Project?

5. Upon completion of the project, submit your written report to the AQIP Steering Committee Chair. The $\underline{Q^2\text{ Project Final Report}}$ should answer the following 3 questions:

1) What is the primary reason for closing this project?
2) What aspects of this project would you categorize as successful?
3) What aspects of this project would you categorize as less than successful?

Checklist for the success of your new Q^2 Project proposal:

- Are your reasons for undertaking this Q^2 Project clear?
- Are the goals and scope of the proposed Q^2 Project clear? Are you undertaking the solution to one problem rather than several?
- Is successfully achieving its goals beneficial for the institution overall? How will this proposed Q^2 Project stretch and increase the institution's capacity to tackle and solve other challenges and projects?
- Which specific groups of people will the Q^2 Project benefit?
- What do you see as the urgency or benefit of undertaking it now?
- Have you clearly identified measures or indicators that will tell it whether it has achieved its goals in completing the project?
- Is your timetable for this project appropriate? If the project extends longer than a semester, are there clear milestones along the way that will enable the AQIP Steering Committee to measure reasonable progress or the lack of it?
- Have you chosen the right people and the appropriate number of people to work on this project?
- Have you identified the human and physical resources that you will need?