

MINUTES
Institutional Effectiveness Committee (IEC)
Executive Conference Room
Adams Administration Building, Troy Campus
Monday, March 1, 2010, 2:00 p.m.

Members Present: Sohail Agboatwala, Kang Bai, Bill Belcher, Larry Blocher, Kim Brinkley-Jones, John Dew, Deb Gearhart, Candice Howard-Shaughnessy, Tish Matuszek, Judy McCarley, Jack Miller (phone), Edith Smith, and Dan Tennimon

Members Absent: Holly Adams (absent with notice), Meryem Boulale, Brenda Campbell (absent with notice), Bill Grantham (absent with notice), Mary Ann Hooten (absent with notice), Tracy Newvine (absent with notice), Lance Tatum (absent with notice), and Lisa Vardaman

Others present: Emily Brewer and Wendy Broyles

Handouts: IEC Meeting Agenda, Changes & Alterations for IEC Review, and Dr. Smith's eCampus Evaluation

Meeting Report:

1. **Call to order and approval of minutes from January 11 meeting** – The meeting, held in the Executive Conference Room in Adams Administration Building, was called to order at 2:00 p.m. The minutes from the January 11, 2010 meeting were approved. Dr. John Dew welcomed Bill Belcher to the group, recognizing the new assessment role Mr. Belcher has taken on for the Sorrell College of Business.

2. **Status on approvals** – Dr. Dew shared a handout of recent minor changes that have come to him for IEC approval. He briefly described each change for the group. He reminded the group of their 2007 vote to allow him to approve minor changes, while major changes will come to IEC for group approval. The committee agreed Dr. Dew's approval stands for the group in the case of those changes presented in this meeting.

3. **Reviewing HOMER information for CHHS, CCFA, eCampus, and Student Services: Presentation of eCampus Evaluation** – Dr. Dew reminded the group about pending HOMER reviews using the ADLI rubric to check unit maturity in assessment activities. Acknowledging that HOMER information will be more complete in May or June, the group decided to proceed with the current review.

Dr. Edith Smith presented her one-page evaluation of eCampus assessment activities. This evaluation is color-coded to reflect the level of maturity as it was marked on the original ADLI rubric. The Approach has room for improvement. Learning was added after the original instructions for HOMER were given. Some questions were irrelevant to eCampus operations. Dr. Smith observed that we need broader questions than what is included in the Senior Survey each semester. Dr. Gearhart pointed out that the eCampus term reviews were not included and would enrich the data. Dr. Smith said that achievements, or Recent Improvements, need to connect back to previous Plans for Further

Improvement; this will close the loop on assessment. Also, more explicit statements of assessment decisions are needed. Sohail suggested a section be added for unplanned achievements that result from Plans for Further Improvement; he sees quite a few of these unplanned achievements in his area. Dr. McCarley shared her concern that, in working on the ASGE HOMER information recently, only four locations had data for the program; Dr. Dew responded that while the overall response may be good, we do not always get the numbers we need for smaller teaching locations. Our surveys are only as good as the number of responses we get, and we may need to explore other options for assessing effectiveness for small teaching locations: “N=0” does not mean that no one graduated but that no one answered the survey. Dr. McCarley suggested the satisfaction survey be more closely associated with filing *Intent to Graduate* for locations with smaller numbers. Dr. Dew said we will certainly question our current approach.

All assessment reviews will be due April 5, and the group will discuss feedback in that meeting. Wendy will resend the sign-up sheet to members.

4. Briefing on potential Institutional Effectiveness Workshop Planning – Dr. Dew shared that Dr. Iris Saltiel, in her work with QEI, has asked faculty what kinds of professional development they would like available. A small team met last Friday morning to discuss the possibility of holding IE Workshops on assessment for the various units of the University. This group plans to hold pilot workshops this year with one Administrative or Educational Support group and one Academic unit. A workshop will include exploring with the group or unit involved what is institutional effectiveness in light of TROY’s complexity. Questions that will be asked in these workshops include: “How do we know if we are effective?” and “What do we measure?” Through exploration and discussion during a workshop, a group or unit may discover tools for assessment and improvement. This will be an invitation to a conversation, not a SACS-mandated activity. Dr. Dew is working on a PowerPoint straw-man of the workshop to be sent out with discussion questions embedded.

5. Status of planned updating of HOMER for Administrative and Educational Support Groups, as well as Community Service Units – Dan Tennimon said he has sent out the Community Service tasking letter. Updates will include more information and outline a systematic way of doing things from year to year. Community Service Units’ HOMER updates are due the first week of April. Dan will follow up with each unit leader. We received good feedback from SACS on our Community Service information; the Rosa Parks Museum information was especially rich and should be emulated.

Dr. Kang Bai talked about Administrative and Educational Support Groups. He has met with all the leaders of these groups, letting them know what is needed for their HOMER updates. Administrative Support updates are due April 31. Educational Support updates are due in mid-May.

Dr. Dew said the first wave of HOMER updates will come from Academics. This early deadline will allow time to make any corrections before spring semester finals. All HOMER information will be included in our ten-volume monitoring report to SACS. General feedback on HOMER internally is its ease of use. SACS will give final word on how well HOMER does what we intend it to do.

6. Update on SACS issues – Dr. Dew said no new SACS VP has been hired or assigned to TROY. This news is already two weeks overdue and is disconcerting with our pending level change. The SACS Conference this December will be held in Louisville, Kentucky. Dr. Dew will ask the Academic Steering Committee to be guarded regarding proposals for sessions at the Conference, with so many unanswered questions related to our monitoring report.

Dr. Dew shared information from Dr. Barron about Dr. Benberg circulating amongst the graduate school deans in Savannah, Georgia, last weekend, asking how they felt about raising the percentage of

institutional credit required from 25 percent to 33 or 50 percent; Dr. Benberg received an overwhelming no from the graduate deans, but we cannot deny this indicates SACS wants more stringent requirements.

New guidelines have come from SACS for Faculty Rosters. Information must be sorted by location, with additional information disclosing courses faculty have taken that might further qualify them to teach courses, in what the SACS Leadership Team is calling “column four.” The current Faculty Rosters are being constructed in a spreadsheet for easy sorting by location.

Also, Dr. Dew shared information recently acquired about Global Campus locations from faculty in the Criminal Justice department. In some cases, such as in the case of Criminal Justice, over 50 percent of courses are actually being taught through eCampus, with less than 50 percent being taught on the ground, face-to-face. Dr. Dew says this is wonderful information because these teaching locations will not need as many full-time faculty to support programs; few or no full-time faculty will be sufficient to supplement these eCampus programs. This percentage different may help us tremendously. The shift of adjuncts to lecturers is in full swing. We have told SACS we will have 557 full-time faculty by August 2010; since September, we have been using the number 525. The Chancellor has approved 50 positions, 26 in Global Campus teaching locations and 24 elsewhere. Eleven or twelve previously approved positions in Global Campus are also being filled. We hope to fill as many open positions as possible by the end of Term 4. Kim will be taking snapshots of our full-time faculty number beginning in April, May, and June; we may use an early number for our monitoring report, before loss of retirees becomes taxing.

7. Review of IE Handbook Final Draft – Dr. Dew updated the group on recent changes to the IE Handbook. Dr. Doug Patterson had some changes to the language to separate HOMER from Strategic Planning. We have a completely different tracking system for the Strategic Plan and are exploring a replacement for Dashboard; we have considered the tracking system used by Richland College in Dallas, Texas, and we are now considering a balance scorecard methodology. There will be no more work logs like those used in Dashboard.

The Responsibilities section is new in the IE Handbook as well as the Research roles and expectations section. We need to get the Handbook out for use. We will continue to refine the current Handbook for 2011 release. This may be a perennial item for IEC discussion and improvement.

The committee approved the current IE Handbook draft for distribution. Electronic distribution of the Handbook will go out first, in waves. Then, the Handbook will be posted on the TROY IRPE website, and routing slips will be updated in their various locations online.

The meeting was adjourned at approximately 2:50 p.m. The next meeting is set for April 5, 2010.