

MINUTES
Institutional Effectiveness Committee (IEC)
Executive Conference Room
Adams Administration Building, Troy Campus
Monday, March 14, 2011, 2:00 p.m.

Members Present: Holly Adams (phone), Sohail Agboatwala, Kang Bai (vtel), Brenda Campbell, John Dew, Deb Gearhart, Roy Hudson, Christina Martin, Tish Matuszek (vtel), Judy McCarley, Jack Miller (phone), Tracy Newvine, Lance Tatum, Dan Tennimon (vtel), and Brian Webb

Members Absent: Bill Belcher (absent with notice), Larry Blocher (absent with notice), Bill Grantham, Mary Ann Hooten (absent with notice), Candice Howard-Shaughnessy (absent with notice), Kim Brinkley-Jones (absent with notice), and Edith Smith (absent with notice)

Others present: Emily Brewer, Wendy Broyles, Somer Givens, and Denise Green

Handouts: IEC Meeting Agenda, Review of HOMER Reports, Changes & Alterations for IEC Review, 2010 Alabama Quality Award Feedback Report Prepared for Troy University (electronic distribution), and Top Eight Actions to Take Based on AQA Feedback

Meeting Report:

1. **Call to order and approval of minutes** – 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 February 7, 2011, meeting were approved.

2. **Update on SACS issues** – There is not a lot going on right now on the SACS front. We have submitted our response to the DNP level change visit team. We are now officially a level five institution; we had been waiting for this latest report to pass, but we went ahead and changed the accreditation statement for 2011-2012 catalog production. We expect the reply from SACS in June or July, at which point we may receive an official recommendation to hire more full-time faculty. This reply will set the expected level of coverage for doctoral faculty at TROY.

The call for proposals for the 2011 SACS conference has gone out. Dr. Dew shared that the Chancellor wants representation from TROY at the conference, but there are many areas in which we don't care to share our knowledge. Please share ideas with Drs. Dew and Ingram before sending proposals in to SACS.

3. **Development of a pilot secret shopper program for Student Services and IT departments** – As a point of information, Dr. Dew shared plans to pilot a secret shopper program in departments under his leadership. Student leadership scholars, as part of their required scholarship hours, may call or visit offices asking for help and rating the service they received. This will be similar to the Reward Caller Program and will be a wonderful addition to our repertoire of assessment activities. Following assessment of the pilot program, this may become a recommendation for Academic Steering Committee to consider launching in other areas of the institution.

4. **Summer Assessment Workshops** – Dr. Dew shared thoughts about assessment that have come out of recent meetings. He has proposed working with each college to develop college specific assessment

workshops for this summer or later timeframe, to examine current assessment practices in each college and how practices can be improved. These workshops will be especially helpful for programs that do not have specialized accreditation; for those programs, Bloom's taxonomy as a framework for creating student learning outcomes has been approved by IEC. The workshops will allow flexibility of format to be determined by each college, face-to-face or webinar.

In the long run SACS may look at course-level assessment for faculty credentials, while they say they only look at program-level assessment. Dr. Green suggested faculty evaluations may be made general enough to help with course-level assessment; some discussion followed about administering those surveys. Possibilities for utilizing Blackboard for assessment activities are also being explored with help from Ronnie Creel. We have learned that Waypoint is being used in SCOB for formative assessment. Dr. Tatum mentioned that the College of Education uses LiveText, which receives mixed reviews, and he mentioned some discussion he has had recently with McGraw-Hill about their partnering with Blackboard.

We plan to keep HOMER for reporting, but may experiment with different gathering options (Word instead of PowerPoint), with our next update on a two-year cycle due November 2011. All of these assessment thoughts will be recommended to Academic Steering tomorrow.

Official word on these proposed assessment activities will come out of tomorrow's Academic Steering Committee meeting.

5. Status on approvals – Dr. Dew passed around a handout indicating changes that have come to him for review. There was a course name change (KHP 4481 Methods & Materials for the P-12 Physical Educator) as well as a prefix and course addition (HLT 4481 Methods & Materials for the Secondary Health Educator). These are minor changes with no implications for institutional effectiveness. Dr. Dew asked members to remind colleagues to follow the proper approval process.

6. Reviewing and discussing AQA feedback – The AQA feedback from the review team was sent to the committee via email following our last meeting. Dr. Dew has made recommendations to the Chancellor about which areas should be our focus as an institution to improve upon, which he shared with the committee in the form of a handout of eight opportunities for improvement. On the issue of ethics, we have mandatory online ethics training from the state, but we are not very proactive on this issue. Ethics are embedded in specialized accreditation requirements. As far as institutional learning, we get lots of survey results, but when do we examine the macro level meaning of those surveys? What do we learn from the data? The proposed annual survey summary should help with our 2014 SACS review. *The Chronicle of Higher Education's* "Great Places to Work" survey has been replicated system-wide, with input on a TROY values statement; the team leading that workforce initiative will meet in early April to assess the survey's data. The team plans to participate in the *Chronicle* survey again in 2012, hoping for improvement or consistency. eCampus may be stronger on work processes than most areas of the institution, with some pockets of written procedures system-wide; we suffer from high turnover without processes. Emergency preparedness is another area of concern; turnover in Pike County law enforcement has delayed our annual campus crisis drill until the University can get solid connection with new representatives. A recent tornado warning caused question about execution of evacuation plans; IT has an excellent backup plan but is transportation and communication managed?

Dr. Dew asked for thoughts and reflections from the group. Dr. Matuszek said her main concern is that the repeated lack of systematic processes is repeated throughout the report, which is worrying from a specialized accreditation point-of-view. Dr. Dew said this may be proof that the 2005 merger is not complete; we still have four Alabama campus styles and cultures. We must continue to grow and learn about ourselves

7. **Other business** – Dr. Dew will work to get presentations on Waypoint and on Blackboard set up for our next meeting. We have a temporary grace period from SACS. The Troy campus is hosting the Alabama Association of Institutional Research (ALAIR) conference April 4-5; Dr Armstrong will be giving the SACS SCP workshop both days. Dan Tennimon has learned he will serve as an examiner for AQA in 2011. We had a really good turnout for the AQA workshop here in Troy on January 26.

The meeting was adjourned at approximately 2:50 p.m. The next meeting is set for April 11, 2011.