

**MINUTES**  
**Institutional Effectiveness Committee (IEC)**  
**Executive Conference Room**  
**Adams Administration Building, Troy Campus**  
**Monday, April 11, 2011, 2:00 p.m.**

**Members Present:** Holly Adams (phone), Kang Bai, Bill Belcher, Brenda Campbell, John Dew, Deb Gearhart, Roy Hudson, Kim Brinkley-Jones, Christina Martin, Judy McCarley, Jack Miller (phone), Tracy Newvine, Edith Smith, Lance Tatum, Dan Tennimon, and Brian Webb

**Members Absent:** Sohail Agboatwala (absent with notice), Larry Blocher (absent with notice), Bill Grantham, Mary Ann Hooten (absent with notice), Candice Howard-Shaughnessy (absent with notice), and Tish Matuszek

**Others present:** Wendy Broyles, Ronnie Creel, Matt Mercer, and Connie Tisdale

**Handouts:** IEC Meeting Agenda, and Overview of Assessment Software Systems to consider

**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 March 14, 2011, meeting were approved.

2. **Update on SACS issues**

- a. **Feedback from Academic Steering Committee** – Dr. Dew shared that Academic Steering accepted all IEC recommendations. The two-year reporting cycle has been approved for HOMER, with next update due in November 2011. This will guarantee three cycles of assessment information are available by 2014 for SACS review. Academic Steering also accepted the idea of using Bloom's Taxonomy as a fall-back assessment system if no methodology is in place; this is not meant to interfere with specialized accreditation requirements and not meant to disturb programs which already have sophisticated metrics in place. Dr. Dew will take this information to the next SVC meeting and will remind deans and leaders of community support and administrative areas as well. November is an internal deadline for updating HOMER.
- b. **Discussion/Decision on whether TROY should remove our SACS Compliance Report and SACS Documentation from the public TROY SACS website** – Dr. Dew asked whether any committee member knew of a reason to leave the SACS Compliance Report and associated documentation on the public website. He said he knows other institutions have referenced this material and adopted parts for their own use. Dr. Tatum said that he knows department chairs use that document frequently because certain information is not published elsewhere. Dr. Dew suggested that this information be moved to the password-protected Compliance website and no

longer be available to the general public. Log in credentials for the Compliance website can be requested by individuals through the IRPE office.

- c. **Discussion of Assessment Needs for the Sorrell College of Business** – Bill Belcher shared a handout of assessment software products SCOB is considering, and he shared that the college is concerned about assessment needs because of our pending application for AACSB accreditation. This higher specialized accreditation for TROY’s business programs requires that we clean up and use data. Mr. Belcher said SCOB has not met with a formal advisor because they have not begun the formal application process. They hope to hire a consultant from Eastern Tennessee State University over the summer. Now they are looking at assessment software options. Ronnie Creel’s Blackboard discussion today will provide useful information, but he suggested that corporate involvement from Blackboard is needed for a full demo. Dr. Dew added that Dr. Bai has done some review of other software systems and would be willing to share his findings with SCOB. HOMER is only a system for posting assessment information. Finding an assessment reporting system with maximum flexibility for processing info is a complex problem. It may be difficult to determine what the best system will be for the most TROY areas, and we would hope whatever system SCOB adopts could be used by other academic areas. The Major Field Test currently used in SCOB provides valuable data. Mr. Belcher said the college is not very far along in making a decision. Dr. Dew added that nothing will be ready to help complete the 2011 HOMER update, but he would like all the deans to support and use an assessment software system. Mr. Belcher said the timeline for acquiring AACSB is fluid. SCOB’s current accreditation expires two or more years from now; it is possible that some programs may fall under one or the other accreditation. Our current accreditation would like to see changes in MSM prerequisites the college is not willing to make. Many factors will need to be considered.
- d. **Preliminary discussion on a Student Complaint Management System for TROY** – Managing student complaints is a federal requirement in SACS section four. Expectation that a system be implemented is increasing. There is no operational definition of the term “student complaint.” A policy on academic complaints is published in *The Oracle* that requires these complaints be submitted in writing to the Associate Provosts’ office, and these academic written complaints are the only ones we can really track at this time; we may need to explore complaints broader than this policy. We are currently using Parature software to track Helpdesk tickets for IT and eCampus educational support; requests are logged into different queues based on the type of ticket. This software may be an option for tracking student complaints, though student services staff may need to be expanded and would require training to handle the ticketing system. We know the most effective complaint system is a call or email to the Chancellor, and these complaints consume a huge amount of time in that office; some students will always start at the top. Dr. Tatum said his college needs to be able to track how complaints are resolved for NCATE in 2017; tracking resolutions is difficult with multiple campuses. Matt Mercer added that the Parature software brings a supervisor into an issue if not resolved within a specified amount of time. Weekend responses are possible with Parature. Student software training could be included in TROY 1101. Dr. Dew said this was a good initial discussion with the right committee; a definition of “student complaint” is needed. IT will be invited to help seek a solution. This item will remain as a perennial item on the agenda for discussion. We need a system in place by 2013.

3. **Assessment Software Presentation** – Mr. Ronnie Creel provided an update on Blackboard possibilities in the way of assessment. He said we may need to have corporate representatives present

this information with the right people around the table for discussion. SLO can be tied to objectives which can be tied to strategic planning. Blackboard implementation will update module with a built in rubric. Dr. Tatum said LiveText is a student-purchased license good for five years; education uses LiveText for 35 or more assessments while psychology only uses it 12 or so times. Ronnie suggested a Blackboard pilot with a business program or psychology. Waypoint is not being used. Assessment would be a building block inside Blackboard. The rubrics piece will be included in the July upgrade. ePortfolios in LiveText are lost upon graduation; Blackboard will allow us to enroll alumni so they can keep or export ePortfolios, but the license cost may prevent that. Data are hosted in Virginia, and Greg might want to look at that facility. Ronnie believes it would take three to six months to prepare a pilot. His recommendation is to have deans, assistant deans, and chairs meet with Blackboard corporate reps to ask the right questions; perhaps we could have LiveText reps there. It would be great if we can integrate it in with our currently used piece. Dr. Dew said IEC may not meet over the summer unless a pressing issue arises, but suggested a task force be formed to include deans, associate deans, and tech folks to sit in on the corporate demo. Combining members of IEC and Academic Steering into one task force should speed a decision. Ronnie said we will have to bid it out; Dr. Dew said the task force will define objectives and demo several products. Blackboard is willing to complete a needs analysis over the phone. Dr. Tatum said training is the most difficult piece for faculty, as the College of Education has invested a great deal of time and effort into LiveText already; we need training modules available online. An Assessment Technology task force will meet over the summer.

**4. Status on approvals** – No approvals have come to Dr. Dew for IEC review. Dr. Tatum suggested we may see a rush in the fall for the December catalog deadline.

The meeting was adjourned at approximately 3:05 p.m. The committee will not meet over the summer. The next scheduled meeting is September 12, 2011.