

MINUTES
Institutional Effectiveness Committee (IEC)
Executive Conference Room
Adams Administration Building, Troy Campus
Monday, August 23, 2010, 2:00 p.m.

Members Present: Holly Adams (phone), Sohail Agboatwala, Kang Bai, Bill Belcher, Brenda Campbell, John Dew, Deb Gearhart, Candice Howard-Shaughnessy, Roy Hudson, Kim Brinkley-Jones, Christina Martin, Tish Matuszek (vtel), Judy McCarley, Tracy Newvine, Edith Smith, and Lance Tatum

Members Absent: Larry Blocher (absent with notice), Bill Grantham (absent with notice), Mary Ann Hooten, Jack Miller, Dan Tennimon (absent with notice), and Brian Webb

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

Handouts: IEC Meeting Agenda, Changes & Alterations for IEC Review, and copies of Troy University's AQA Silver Level Application

Meeting Report:

1. **Call to order and introductions** – The meeting, held in the Executive Conference Room in Adams Administration Building, was called to order at 2:00 p.m. As several new members have recently joined the committee, Dr. Dew initiated a round of introductions.

2. **Approval of minutes from April 5 meeting** – The minutes from the April 5, 2010, meeting were approved. The committee took a well-deserved break over the summer.

3. **Update on SACS issues** – There are two big issues on the SACS-COC front: our Monitoring Report, which is due at the end of this month, and our Level Change visit in early September for the DNP.

The Monitoring Report is close to completion and is in the final production phase. Printed reports will be sent next week to Dr. Cardell, our SACS-COC Vice President, along with flash drives that contain both the report and all of our supporting documentation for review. We received ten recommendations in a letter from SACS-COC at the beginning of this calendar year to which we have responded in our Monitoring Report: five related to Institutional Effectiveness, four related to our overseas operations, and one related to faculty credentials and the number of full-time faculty. As far as the number of full-time faculty, this was the most critical recommendation for us to answer; we are now in a much better position as a University, as we have had a net gain of 70 full-time faculty. In the future, we will update our faculty rosters each summer and maintain a permanent state of readiness to provide answers to SACS-COC on such issues. We have been responsive to all of the recommendations. Dr. Bai's work to clarify Chinese accreditation and gather 1-2-1 partners' faculty credentials has helped us go above and beyond what was asked of us. There is still room for improvement with student learning outcomes, but we expect to continue to rebuild and improve what we have; we plan to enhance the reporting in fall of 2011. If we enter a second year of the Monitoring Period, we will face the same tasks with a shorter window of opportunity to complete them.

For the Level Change, we submitted a paper report along with a flash drive of supporting documents to each reviewer who will visit. We expect a Labor Day arrival for our four visiting reviewers and our

SACS-COC Vice President. That Tuesday afternoon, the team will meet with the Chancellor, the Provost, and other leaders in an opening session. During the visit, the team will meet with eCampus, IT, Dr. Stewart on Libraries, DNP faculty and students, and some members of the Board of Trustees. We anticipate they will ask detailed questions on faculty credentials, connecting student learning outcomes, what earns a credit hour, and the complaint process. Future doctoral degrees are at stake, but we will not lose the DNP; there is no appeal process if we do not pass the Level Change review. Level Change recommendations may hold the C & R committee review until June; we will have until December of 2011 to resolve all our recommendations including those we have responded to in the Monitoring Report.

4. IEC issues for 2010-2011 – Dr. Dew discussed the major issues for IEC focus this academic year.

A. Improving Assessment Activities for Academic Programs – This issue relates very closely with our SACS issues. The colleges have designated program assessment personnel. Dan Tennimon will track the Strategic Plan. Dr. Bai will review all HOMER files, including those regarding community service, and will be the point person for refining student learning outcomes; Dr. Bai has a critique ready and will begin program by program review with the College of Arts and Sciences. Sorrell College of Business will be starting from a position of strength with the Major Field Test; their consultant for AACSB comes from a university that also uses MFT. Dr. Tatum spoke from the college perspective on the frequency of reporting data; the colleges have no opportunity to reflect on the data without making changes to the reporting mechanism. Dr. Dew replied that it will be healthy to have a January discussion on specific program measurements and potentially lengthening the timeframe for refining and improving reporting, with follow up meetings involving assessment personnel. Some programs and colleges are under constant scrutiny. A June letter from Dr. Wheelan approved a representative sample to be included in the Monitoring Report with 100% of assessment posted online. We expect some federal changes to come to us through SACS-COC by spring. Brenda Campbell asked whether First-Year Studies' Service Learning Initiative will coordinate with community service; Dr. Dew said this will be considered an educational support program, and Jonathan Cellon is aware of the direction we have to go.

B. Alabama Quality Award follow up – The AQA visit is the week after our SACS-COC Level Change visit. The AQA review follows the Baldrige model. We won the bronze in 2008, the "Commitment to Excellence" Award. We are being reviewed for the silver level this year to show evidence we are making progress in our approach to quality management. In 2014, we hope to go for the gold, according to the Strategic Plan; the gold will name us a role model in several areas, perhaps with eCampus and support for online students, where we are already ahead of our peers. Baldrige asks things SACS-COC does not; this is a completely different framework. AQA will be very interested in things like workforce welfare and ethics issues. IRPE will continue collecting data externally for comparative analysis towards our future gold application (Noel-Levitz and NSSE). Dr. Matuszek commented that Dr. Hawkins has his eye on winning the national Baldrige award after the gold level AQA award.

5. Alabama Quality Award visit details – Dr. Dew has not received any details yet on the AQA visit. They are coming September 14 and 15.

6. Status on approvals this summer – Dr. Dew passed around a list of changes that have come to him for review over the summer. He reminded the group he was entrusted with authority to review and approve minor changes for the committee to speed up getting those changes through Graduate or Undergraduate Council. The committee will be asked to review any changes that affect a program.

7. Proposal for presentations of College Assessment Activities – IEC follows a three year cycle of reviewing Institutional Effectiveness activities across the University. Dr. Dew suggested the committee

wait until after the SACS-COC ruling before renewing our review efforts. We will discuss review in our January 2011 meeting, as our internal review usually echoes the SACS-COC review.

Some other questions were raised for future committee consideration. Dr. Smith asked several questions regarding a common set of data for programs (including viability) and the need for centralized reporting. Dr. Tatum suggested we clarify how and when we count the student; we also need to make necessary corrections to CIP codes. Dr. Dew agreed standard querying is needed. The new strategic plan has been named “Fulfilling the Promise” because this will be our opportunity to fix all the details for operating efficiently.

The meeting was adjourned at approximately 3:00 p.m. The September 13 meeting has been cancelled due to the AQA visit that week; some committee members may be tied up with the reviewers. The next meeting is set for October 11, 2010.