

**MINUTES**  
**Institutional Effectiveness Committee (IEC)**  
**Executive Conference Room**  
**Adams Administration Building, Troy Campus**  
**Monday, September 12, 2011, 2:00 p.m.**

**Members Present:** Sohail Agboatwala, Kang Bai, Bill Belcher, Larry Blocher, John Dew, Janet Gaston, Deb Gearhart, Roy Hudson, Kim Brinkley-Jones, Christina Martin, Judy McCarley, Jack Miller (phone), Dan Tennimon, and Brian Webb

**Members Absent:** Holly Adams (telephone technical difficulties), Bill Grantham, Mary Ann Hooten, Candice Howard-Shaughnessy (absent with notice), and Lance Tatum (absent with notice)

**Others present:** Emily Brewer, Wendy Broyles, Somer Givens, Donna Hicks, Lesa Shepherd (vtel), and Lee Vardaman

**Handouts:** IEC Meeting Agenda, Revised ePolicies for Institutional Effectiveness, Changes and Alterations for IEC Review

**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 meeting minutes were approved from April 11, 2011.

2. **Announcement of staffing changes in IRPE** – Dr. Dew informed the committee that Dr. Mac Adkins has retired. Somer Givens has assumed the role of Director for Institutional Surveys. Emily Brewer has become the IRPE Director for Global Campus. Wendy Broyles is now the Coordinator for Compliance Records. There is now no administrative secretary in IRPE, so Donna Hicks is taking on some responsibilities to fill that void. Three full time positions in IRPE have been dropped this last year.

3. **Assessment software selection process** – Dr. Lee Vardaman is chairing the team looking at assessment technology for the University. Many team members are part of IEC. As of this date, a sub-committee of the team, led by Dr. Martin, had last met on August 26 to discuss a list of data needs that had been compiled. The group has identified leading software solutions, and Dr. Bai has organized visits to other institutions that use these software solutions. Following those visits, Ronnie Creel will head up an RFP for vendor presentations. Dr. Vardaman hopes to suggest a selection by the end of the fall semester. The effort is driven by academics, but the group is trying to be as inclusive as possible. They are looking for something flexible and adaptable. The planned institutional visits should include various ways of using the software solutions implemented there.

4. **Revised ePolicies for Institutional Effectiveness** – The goal this academic year is to update the Institutional Effectiveness Handbook by spring. This next revision should carry us through 2014 and our five-year review with SACS-COC. These ePolicies make the foundation of Troy University's institutional effectiveness efforts, as they are posted online in the ePolicy handbook. Small tweaks in the wording of these statements have been made to reflect practice, so no change has been made from what

is actually done. The committee approved and accepted these revisions. Dr. Dew will take these ePolicy statements to Academic Steering Committee to approve.

**5. Status on approvals; reminder to use routing slips** – Dr. Dew referenced a handout showing what changes have come through for IEC approval since the committee last met. An anthropology change needed enhancement to student learning outcomes, and Dr. Dew has followed up with Dr. Fulmer on that issue. Other recent changes are revisions or reworking of programs. Dr. Dew reminded the committee that prior to the 2005 merger, all changes came through full committee review and consumed a great deal of the committee’s time; a 2006 vote allows the head of IRPE to review and provide approval in place of the entire committee. We expect a flurry of activity before changes are due for the next academic catalog. Dr. Dew also reminded the committee about the importance of using routing slips for formal documentation of changes.

**6. Plan for Academic Program Reviews in Spring 2012, per proposed ePolicy 206** – Dr. Dew suggested that IEC focus on a 100% review of HOMER reports in the spring, instead of the typical one-third review. A HOMER revision timeframe will be allowed through May, following IEC review. We will have three cycles of assessment available for our five-year review in 2014. Dr. Dew added that it is essential that the academic HOMER files include evidence that faculty have met and made decisions, and inclusion of meeting minutes would highlight formality in faculty review process.

#### **7. New SACS-COC policies**

- a. **Complaint Policy** – This is federal requirement 4.5. We expect to utilize a statement similar to what SACS-COC’s statement on student and external complaints. A group is working to write TROY’s policy, to link to current practices and draw a tighter boundary around the definition of a complaint. A complaint means we do not follow our own policy, and we will state that this does not apply to certain things, such as grades and faculty teaching. The senior vice chancellors and Academic Steering Committee will review the proposed Troy University Complaint Policy.
- b. **Credit Hour Definition** – Academic Steering Committee is working to handle the federal requirement on definition of a credit hour. IEC is only concerned with Troy University meeting the definition for online contact hours, which may be the University’s chief concern. We need a policy in place by summer of 2013.

**8. Update on HOMER activities** – Dr. Kang Bai shared that HOMER updates have started. He emailed guidelines to all HOMER reporting units last week, urging them to complete a self assessment first before compiling their HOMER reports. HOMER reports are due November 1, and we expect to have them all posted to the HOMER website by Christmas break. Many academic programs have worked over the summer to revise student learning outcomes.

Dr. Bai also shared an update for the committee about a general education assessment pilot he is collaborating with Drs. Padgett and Diggs to launch, utilizing the general education required course COM 2241. Dr. Bai said that 57 sections of the course are being taught this semester, in term 1, and in term 2; 28 sections are being taught in Alabama, and 29 are being taught online. Standard assessment has been implemented across the course under Dr. Padgett’s direction, including a required question on the final exam and a common rubric. Dr. Bai will be working to gather information, and he is aware that more discussion is needed regarding faculty freedom. Dr McCarley added that several sites in TROY Global Campus also teach COM 2241, and Dr. Bai will check with Dr. Padgett that these other sections of the course are included in his assessment pilot.

## 9. Updates on Assessment in the Colleges

- a. **College of Arts & Sciences** – Ms. Janet Gaston has been meeting with department chairs, and HOMER reports are in the works. The college is also working up some new programs and certificates.
- b. **College of Communication & Fine Arts** – Mr. Roy Hudson has been working on curriculum mapping. He and Larry Percy attended the Assessment in the Arts conference in Denver this summer, which had nation-wide representation and was sponsored by LiveText.
- c. **College of Education** – Because he is involved to some degree with COE assessment, Mr. Roy Hudson shared what he knew of assessment activities in the college. Lots of work is being done to get LiveText ready for online and hybrid courses. A new State Superintendent will come into the picture soon.
- d. **College of Health & Human Services** – Dr. Christina Martin has helped prepare assessment information for three existing specialized accreditation reviews and two new applications for specialized accreditation. Lots of data is already on hand for use in HOMER reports for CHHS. Dr. Martin is hopeful for new assessment software to help handle information for the college. At the end of October, she will attend the Assessment Institute, the oldest assessment conference in the country, and she plans to focus on best practices.
- e. **Sorrell College of Business** – Mr. Bill Belcher said the college is busy getting ready for AACSB. The college's current system is broken, and a major restructure is coming. Right now, the college has lots of data not being used, but they plan to streamline testing for efficiency. Mr. Belcher shared that while SCOB has always been below national average on major field test scores, recently released ETS data regarding ethnic differences suggest plugging in certain variables, and these variables bring TROY scores within a point of the national average.

Dr. Dew reflected that IEC has more traction now than in times past with both faculty and assessment specialists represented on the committee.

**10. Update from the Consortia Relationship Review Committee** – Dr. Dew provided an update from CRRC. Dr. Ingram chairs the committee, comprised of the academic deans, IRPE personnel, TROY Global Campus representatives, and others. That committee has been following up on issues identified in our last ten year review by SACS-COC, specifically the tougher issues that deal with our overseas operations. Troy University must show evidence in our five-year report that we have significantly tightened oversight in this area. Dr. Dew received news just this morning that our overseas students can register online now, which is a major improvement from receiving a full packet from application to graduation. Annual faculty audits of overseas locations are ongoing. Major issues include TROY courses taught by adjuncts and the lack of a physical administrator in Southeast Asia. We are not yet where we need to be, but we are moving in the right direction.

The meeting was adjourned at approximately 2:55 p.m. The next scheduled meeting is October 17, 2011.