



Institutional Effectiveness Committee Meeting Minutes

March 24, 2023

8:30-10:00 am

Attendees

Allegra Modlin, Beth Townsend, Dr. Don Miller, Emily Buchanan, Hunter Ashworth, Laurie Clayton, Lisa Cooley, Dr. Michele Mathis (Chair), Dr. Pamela Senegal, Rosalind Cross, Dr. Shelly Stone-Moye, Stephen DeSimone

Welcome

Approval of meeting minutes

Approved meeting minutes from 1/25/2023. A motion was made by Beth Townsend to approve the minutes as written and seconded by Lisa Cooley. The minutes were approved by the committee unanimously.

Dr. Mathis informed the committee that minutes have been posted in the shared standing committee minutes folder. Minutes available on the ORIE website have been reduced to one previous year and the current year.

Strategic Implementation Plan

Dr. Mathis prompted a conversation regarding objectives that would be included in the strategic implementation plan. A list was provided to committee members, with priorities from EC highlighted. Cooley suggested that the committee consider Goal 1 Objective 3 under the Learning initiative, mentioning Larry's note that with the new Follett Access program, this one is clearly at the top of the priority list. The committee agreed.

The committee suggested that we include Goal 2 Objective 2 under the Learning initiative about reviewing courses using the QM Certification or similar tool to ensure enhancement of our course offerings. Dr. Senegal urged the committee to consider objectives that could support a commitment to increasing adult learners and improving employee retention and satisfaction at PCC. Several options were discussed including a communication plan deliberately focused on adult learners. Allegra Modlin explained how pre-planning and registering for those pre-planned courses works in Self-Service.

Regarding adult learners, the committee discussed promoting Objectives 4 and 5 of Goal 1 under the Completion initiative to a higher priority level. Tactics around marketing short-term training programs (obj 4) and improving awareness of credit for prior learning policy (obj 5)



including the development of a webpage for credit for prior learning and a landing page for adult learners. Also, adding a new tactic under Goal 1 Objective 2 under EDCP initiative to seek commitment from industry partners to provide incentives for their employees who complete short-term training.

Regarding employee retention and satisfaction, 2 objectives under Goal 3 Institutional Culture initiative have been selected for the implementation plan. Objective 1, commit to the recruitment and retention of qualified personnel is a place to imbed tactics around employee satisfaction. Objective 4 is a place to imbed tactics associated with proposed changes to the functionality of standing committees. The idea is to use committees to empower employees at all levels in generating ideas and solutions for the College. Additionally, how we use advisory committees may relate to these objectives.

Dr. Mathis commented that since the College had already updated the Facility Master Plan it would be practical to move that item forward. The committee agreed.

In next steps, Dr. Mathis will incorporate these 7 objectives into the implementation plan (baseline setting for 23-24). The updated IE Plan will then be sent to the committee to begin thinking through tactics, targets, etc. for each objective.

Review of annual surveys

The IE Survey subcommittee shared edits to the ESSS, SSS, Needs Assessment, and Graduation Surveys. All have been really trimmed down. Discussion of these edits centered around the need to include items related to accuracy and timeliness of work products. Beth suggested using survey logic to include items that may be more tailored to students versus employees. Dr. Miller complimented the subcommittee on their work to streamline the survey but noted several items that would need to be added back to provide data for SAO/SAR. Dr. Mathis encouraged folks to review carefully and send any edits needed for their sections to her in the next few days. The survey needs to be finalized and sent out for administration soon in order to capture data for this year. Beth suggested having a couple of students pilot the survey for readability before administration. Dr. Stone-Moye is going to send contacts for a few students to complete the pilot.

Point of service survey options

Dr. Mathis asked Dr. Stone-Moye if any of the software programs used by her division would be useful in sending out POS survey links. Although she can send links to students using Mainstay, there is no way to link to provision of services to automate the process. Dr. Senegal advised Dr. Mathis to consult with CIO to make sure IEC survey administration aligns with IT guidelines. Also, Jim may know of other software that may be useful.



New Business

Dr. Senegal asked about the progress of power BI dashboards. Michele and Hunter gave a quick update outlining the current status. IT issues have been resolved and once critical reports have been submitted, ORIE will refocus on power BI. FTE dashboard is the first one -- coming soon. Other requests are in a prioritized list to be developed as time allows. Dr. Stone-Moye added that she had asked for a dashboard with applicant information.

Adjournment

Meeting was adjourned at 9:32 am.

As recorded by Michele Mathis