



Institutional Effectiveness Committee Meeting Minutes

January 24, 2023

2 - 3:30 pm

Attendees

Dr. Barbara Buchanan, Bernadette Ragland-Bailey, Cathryn Haynes, Dr. David Townsend, Hunter Ashworth, 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 10/30/2023. A motion was made by Dr. Townsend to approve the minutes as written and was seconded by Lisa Cooley. The minutes were approved by the committee unanimously.

Old Business

Dr. Mathis explained that the shift to Watermark CES has slowed the progress of implementation of POS surveys, but the work is still being done. She also mentioned that annual surveys for program and service areas will be sent out at one time as they have been in the past.

Dr. Mathis asked Hunter if we are going to add questions relating to Student Engagement events to the SSS prior to being sent out this year. Hunter Ashworth added that that initiative could be handled a few different ways and asked the committee their opinion. Dr. Stone-Moye emphasized that obtaining student feedback is important and they have begun sending out surveys and a list of questions that can be added to the SSS. Dr. Mathis asked Dr. Stone-Moye to have Tiffany Skouby share the questions with Hunter.

Hunter gave an update on the implementation of Watermark CES. He explained that implementation went smoothly and there were very few issues. He also added that the overall response rate was 21.44% but increased about 10% when CE courses were removed. Hunter asked the committee if there were any suggestions on how to handle CE courses that are short term. Michele answered by saying that she and Dr. Senegal discussed excluding courses that are less than 96 hours. Dr. Buchanan agreed that short-term CE courses should be handled differently and is happy with the increased return we have received CU course evaluations through Watermark. Dr. Senegal expressed concern that CONED instructors need to understand that we want feedback on all instructors but need to start with longer courses. She



also asked Hunter if the surveys are optimized for completion on a mobile device, to which he said yes. Dr. Senegal also expressed concern with the potential of moving backwards to paper surveys for short-term CE courses. She also suggested shortening the survey to 3-5 questions for shorter CE classes.

Dr. Mathis reminded the committee that Watermark CES has a “Do It Later” button that could be utilized to increase response rates. Dr. Buchanan and Dr. Senegal expressed that they are not in favor of this option.

Stephen Desimone suggested that we could administer the surveys at the mid-term point and could also incentivize completing the survey. Dr. Senegal expressed agreement and that it would be ideal to receive feedback at the mid-point, so steps could be taken to improve prior to the end of the term.

New Business

Dr. Mathis began showing and reviewing the updates to the 24-25 IE Plan. She explained that in the upcoming year, we’re not going to select any new objectives, due to an ambitious workload in the previous year. No concerns were raised about this strategy, so Dr. Mathis expressed that the plan is nearly complete and is planned to be finalized at the next IE Committee meeting in April.

Information Items

Dr. Mathis gave a reminder of the session scheduled for January 31 to interpret the results of the PACE survey.

Dr. Mathis gave a shoutout for the ORIE training sessions and reminded the committee to encourage attendance. She added that ORIE began sending out calendar invites for the sessions due to no attendance at the first Informer session. She also expressed content with the turnout in the NCCCS Data Dashboard session held on January 23.

Hunter gave an overview of what ORIE is adding to the SharePoint site and where it can be found.

Adjournment

Meeting was adjourned at 2:31 pm

As recorded by Hunter Ashworth