

Institutional Effectiveness Advisory Committee Meeting Packet

January 27, 2022

Call to Order



Quorum Check

1. 50% + one appointed voting member (12 total)
2. Two members from each site (CHC, DSO, SBVC)
3. 3 of 4 constituency groups (classified, faculty, student, management)

Approval of 11.3.21 Minutes



Meeting Agenda

- 1 EMP Consultant Search Updates**

The Educational Masterplan Taskforce has selected a consultant to complete the EMPs for both colleges. We will briefly discuss the decision and timeline.
- 2 Institutional Effectiveness at CHC and SBVC**

This will be a standing agenda item. We will give each college space to talk about institutional effectiveness and update the committee on any relevant topics that may have district-wide implications
- 3 CRM Software and Single Point Application**

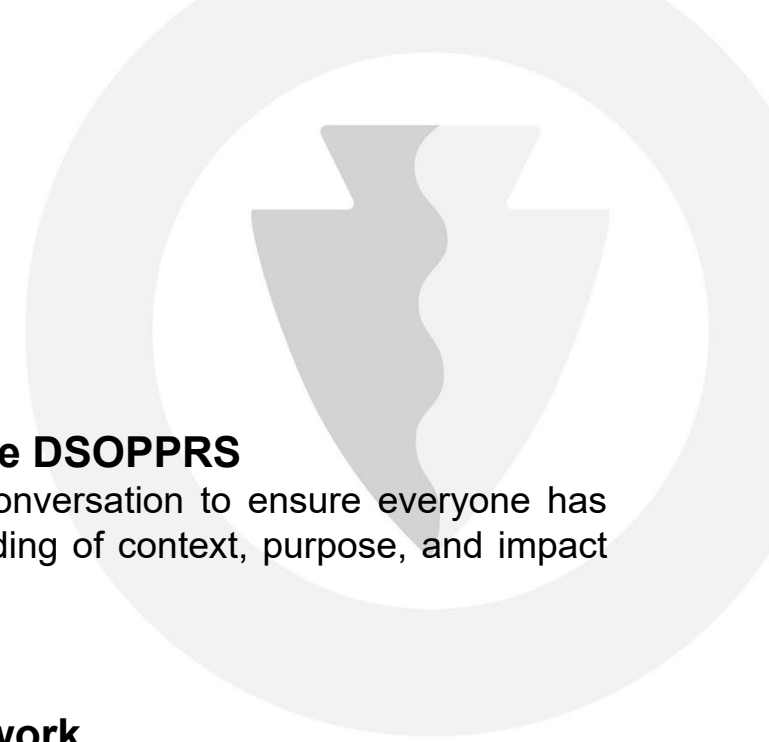
Luke Bixler will talk about CRM software. Keith Wurtz will discuss efforts to develop a single application process for students that register at both colleges

- 4 Vote to reorganize DSOPPRS**

We will revisit the conversation to ensure everyone has the same understanding of context, purpose, and impact of this decision.
- 5 Review of Homework**

The homework assignment was developed to give you an opportunity to see how institutional effectiveness, assessment, and continual quality improvement are a part of our daily lives. We'll review the homework as a group.
- 6 Preview of Next Meeting and Spring Agenda**

We will review the resource request process and the process for reviewing program assessments



Memo sent to Chancellors Council




1 Do you support the disbandment of the TESS Executive Committee?

Yes
 No

APPROVED

Chancellor Council 11.2.21

Where we left off at the 11.3.21 meeting and DSOPPRS updates

 1 Do you support the development of two program review committees (DSO and Districtwide)? – **NO**



4


Do you support the DSO committee being restricted to no more than 13 **DSO** members with the proposed membership? – **YES**

 2 Do you support having a quad-chair model for the districtwide advisory committee? – **NOT RELEVANT GIVEN THE IEAC VOTE**



5

Do you support developing a standing DSO program review subcommittee work group? – **REPLACED BY MOTION TO MEET MORE.**

 3 Do you support suspending any districtwide program review committee meetings until Spring 2022? – **NOT RELEVANT GIVEN THE IEAC VOTE**



6

Do you support adopting the new Resource Request Rubric, pending the changes proposed by the committee? – **WE WILL REVISIT THIS IN THE NEW YEAR**

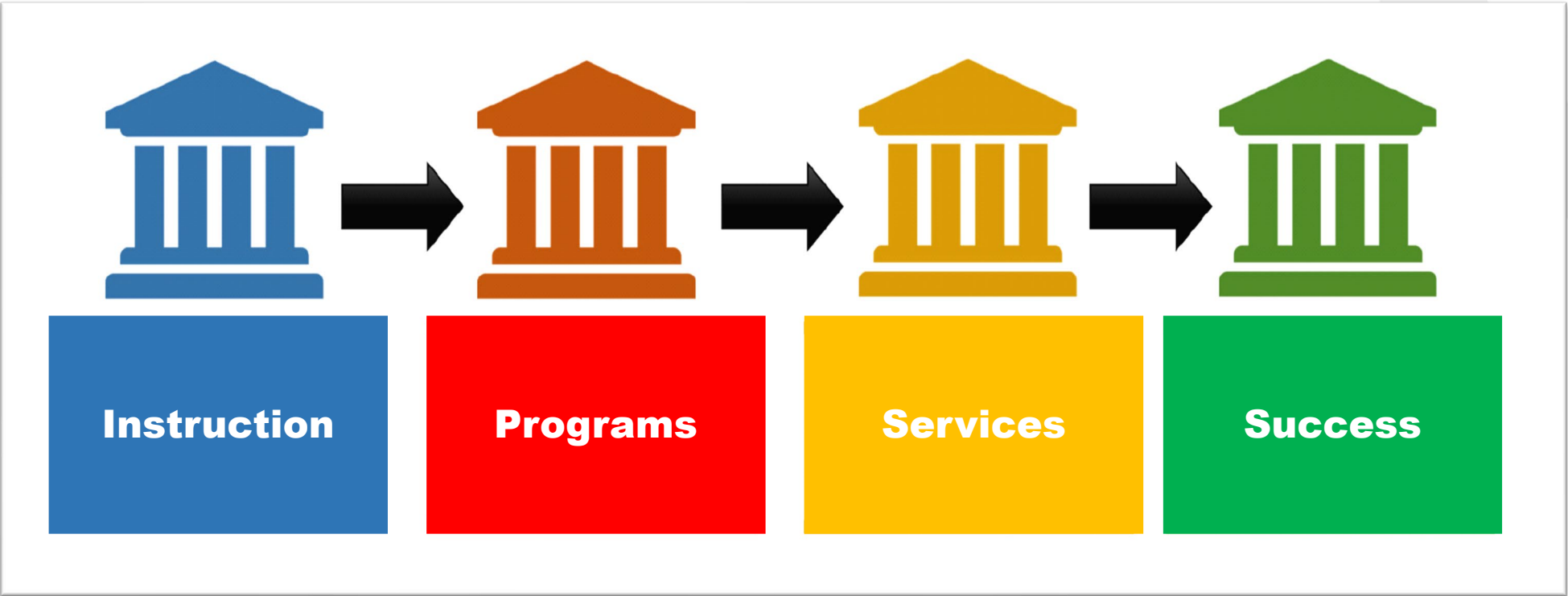
 = IEAC voted no

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Institutional Effectiveness at CHC and SBVC



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Overview of the IEAC Process, Timeline, and Decision for Selecting an EMP Consultant



- **IEAC selected a committee to review applications**

- **Members:** Dina Humble, Celia Huston, Davena Burns-Peters, Rania Hamdy, Gio Sosa, Keith Wurtz, Brandi Bailes, Christopher Crew, Joanna Oxendine

- **Committee selected CBT**

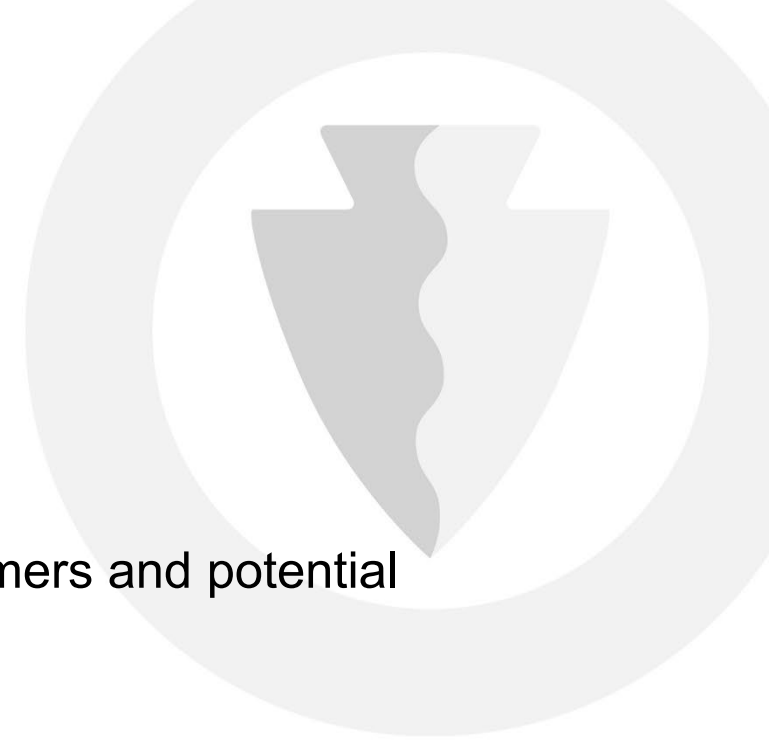
- Cost \$296,000 (we budgeted for \$300,000)
- IEAC confirmed selection on November 3, 2021
- Approved by Board on December 10, 2021

- **Current Status**

- Consultants started data gathering on December 15, 2021
- Consultants will meet with Chancellors Cabinet on February 2nd
- Meet with college EMPs in February and do kickoff meeting.

CRM and Single Point Application

- CRM (Customer Relations Management)
 - Technology for managing relationships and interactions with customers and potential customers
 - The goal is to improve business relationships
 - Help companies stay connected to customers, streamline processes, and improve profitability
- Single Point Application
 - Increase accessibility and completion rates of students
 - Need help analyzing the key business and instructional processes to identify the feasibility and the level of effort it would take to implement these changes



MEMBER



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Summary:

- 1) The IEAC voted to reorganize the DSOPPRS to only include DSO employees in order to remove committee redundancy and improve institutional effectiveness.
- 2) All constituencies and 8 of 11 committee members representing the colleges, that were removed from the DSOPPRS, are already serving on the IEAC.
- 3) The IEAC has a charge to support the DSO program review process. As such, by extension, the colleges will remain involved in the DSO program review process but at a broader and more integrative level.

Review of Homework Assignment



“The concept of assessment resides in the eye of the beholder. It has many definitions, so it is essential that anyone who writes or speaks about assessment defines it at the outset.” - (Banta & Palomba, 2015)

Your Turn ...

Think about something from your area that you would like to review for its “effectiveness.” It could be a process (SLO, resource requests, grade submissions), policy (internal, state, federal), initiative (e.g., guided pathways, DEI-A), etc.

On the next slides, tell us:

1. What would you review (e.g., Guided Pathways)?
2. One outcome you would you assess (e.g., time to completion).
3. How would you measure it (survey, data from student services)?

Please type your responses in the tables on the subsequent slides.

15:47:12	DEPARTMENT/LOCATION	WHAT WOULD YOU ASSESS?	OUTCOME/MEASUREMENT?
Christopher Crew	DSO – IR	District adherence to state attendance/apportionment accounting policies and procedures.	(1) Are we properly documenting and reporting positive attendance hours (2) are we maximizing funding?
Joe Opris	DSO – HR		
Luke Bixler	DSO – TESS	Are the solutions that TESS has developed helping the district with student learning and student success?	<ol style="list-style-type: none"> 1. Are these solutions helping to manage and measure student learning and success? 2. Are there gaps in our solutions that we need to consider? 3. What are some of the remaining challenges that technology can help to solve?
Giovanni Sosa	CHC – IR		
Joanna Oxendine	SBVC – IR		
Jeff Schmidt	CHC – Faculty	Distance Education success rates AND student satisfaction with the education received in comparison to F2F instruction.	Student success rates vs F2F instruction success rates AND student satisfaction with the education received in both formats. Measurement for success rates taken from Program Review data; Measurement for student satisfaction gathered in a survey.
Davena Burns-Peters	SBVC – Faculty		
Kashaunda Harris	CHC – Prof. Development		
Rania Hamdy	SBVC – Prof. Development	DEi training for employees and how the district can support given the addition of the DEI Director	<ol style="list-style-type: none"> (1) What training is currently available that we can streamline? (inventory) (2) what training is not available but need to be created/delivered? (gaps)
Guy Martin Hinrichs	SBVC – Faculty		
Brandice Mello	CHC – Student Services		
John Feist	SBVC - Technology		

15:47:12	DEPARTMENT/LOCATION	WHAT WOULD YOU ASSESS?	OUTCOME/MEASUREMENT?
Artour Aslanian	CHC – IR	Outcomes and outcomes assessment processes	Are the outcomes we have established still appropriate for that given area? How have we been assessing these outcomes and how has this data been used to revise processes?
Kay Dee Yarborough	SBVC - Instruction	Guided Pathways and how it applies to curriculum processes.	Why has it taken so long to implement Guided Pathways? Is there a way to streamline the process?
Myung Koh	DSO – IR	The effectiveness of the Free College Promisee Program	1) Engagement , degree or certificate completion 2) Survey (e.g, The Community College Survey of Student Engagement (CCSSE)) and student Program Award Data
Madeleine Boone	CHC - ASG		
Paul Del Rosario	SBVC - ASG		
Keith Wurtz	CHC – Instruction	Identification of instructional processes that could help make content more accessible to students.	Survey students, literature review to identify strategies like low stakes assignments and relation to persistence in higher level courses.
Dina Humble	SBVC – Instruction		
Celia Huston	SBVC – Library	Students who "Job Out" by getting hired in their field prior to completing degree or certificate. Students who are "Skill Builders" enrolled in single course or series of courses to further employment opportunities. Student employment after college within their field of study.	Take a non-traditional look at student success. How well are we serving students who come with short term goals for gain/further employment. Are we serving them successfully. Are students gainfully employed in their field of study (with or without certificate or degree)
Heather Ford	DSO – Chancellor	The District, Chancellor, executive leadership, and trustee cultivate community engagement and partnerships with K-12 partners, businesses, and community organizations.	How to track by direct community impact per trustee area, SBCCD service area, and external service area?
Allan Erving	SBVC – Student Services		
Ariel Davis	SBVC - IR		
Alma Lopez	SBVC - Faculty		

Agenda for Remainder of the Year

1

Establishing a range of topics

In the next meeting we will have more in-depth conversations about the charge and the topics we can/should cover.

2

Reviewing Strategic Plans

Given that the IEAC will be in charge of creating the measurement and ensuring alignment of District plans (Board, CHC, DSO, SBVC), we will take some time to read and discuss current plans.

3

Setting a new meeting time

Each year we miss two meetings in November and December due to holidays. I would like us to consider meeting earlier in the month.



Next Meeting: 2.24.22

Review the Charge

- What range of topics does the IEAC wish to pursue?
- What do we mean by district-wide?
- What are our authorities?
- What information does the IEAC want to see from the program review subcommittee?

Other topics

- Developing KPIs to integrate all strategic plans?
- Delegating a reporting responsibility beyond Chancellor Council recommendations



Thank you!