



**INSTITUTIONAL EFFECTIVENESS COUNCIL MINUTES**  
**December 9, 2014, 8:00, NB 142**

**Present:** Aitsebaomo, **Ayala, Connelly**, Dimas, Esparza, **Hall, James** (Chair), **Jasso**, Logan, **Maher**, McMakin, **Nordquist, Rodriguez**, Stein, Vichcales, **Welkey, Yang**  
**Ex Officio:** **Light**, Jurenovich    **Guest:**

SACSCOC Schedule

Glenn summarized the reaccreditation process we are in.

- Nov—off-site preliminary report received
- Jan 6—UIW focused report and QEP due
- Jan 26-7—CIW onsite visit
- Feb 24-6—UIW onsite visit
- Jul 26—follow-up report due if needed
- Dec—reaccreditation and follow-up monitoring report due in another year if needed

Summary of the Off-Site Report

Glenn's executive summary showed that 25 out of 95 UIW narratives were found non-compliant. The majority of these can be responded to with small fixes. Three of the institutional effectiveness items raise major issues about how well we identify expected outcomes, assess achievement and give evidence of improvement based on analysis of results: 3.3.1.1 (educational programs), 3.3.1.2 (administrative support services), and 3.3.1.3 (academic and student support services).

Glenn invited discussion on ideas on these 3 items for including in our focused report.

- Program reviews (PR) for the academic side get done but the assessment/improvement cycle is not always clear.
- Zhanbo suggested as a model what he is doing in MSE asking departments to set numerical goals that can be measured.
- On administrative support services, we need to make another attempt to clarify our organizational structure and any mismatches and why we do it this way.
- In response to criticisms that we aren't "systematic" in our PRs in the 3.3.1.1-3 areas, Kathi suggested this may be a management issue—we are not asking VPs to be accountable enough for PRs. Glenn suggested doing more at this January UPC with some follow-up workshops in the spring and discussion/action at the August retreat. Paul agreed and said that we needed to do more to develop our culture of assessment. Even to small things, Bob mentioned, as in every time a department or unit meets it keeps good minutes to document assessments that are regularly part of the discussion. Walter cautioned that some of what we do, the intangibles, are not easily quantifiable or may take longer to show results.
- For one strategy for the non-academic areas, Paul suggested coming up with some common definitions and assessment practices, for example, with "customer service". Walter suggested "hospitality" as closer to what the mission of the Sisters and UIW stand for.
- To dos: Zhanbo will take a look at revising an assessment template and Paul will consider possible workshop agendas for non-academic areas.

QEP

Glenn mentioned that Susan and Pat are close to completing the final draft. They will invite last comments from the Institutional Leadership Team this Friday.

**Next Meetings: TBA**