



## **Institutional Effectiveness Committee Meeting Minutes**

**January 25, 2023**

10-11:30 am

### **Attendees**

Dr. Buchanan, Allegra Modlin, Bernadette Bailey, Emily Buchanan, Karen Peterson, Larry Coleman, Lisa Cooley, Dr. Michele Mathis (Chair), Rosalind Cross

### **Welcome**

### **Approval of meeting minutes**

Approved meeting minutes from 10/5/2022. A motion was made by Lisa Cooley to approve the minutes as written and seconded by Emily Buchanan. The minutes were approved by the committee unanimously.

Dr. Mathis made a commitment to post minutes in the shared standing committee minutes folder and reduce the number of minutes available on the ORIE website. Cooley suggested one year would be sufficient and no one disagreed.

### **Review of annual surveys**

The IE Survey subcommittee has been meeting and has reviewed both the ESSS and the SSS. Both have been really trimmed down. Respondents can leave comments to provide details as needed. By tightening up the survey we hope to improve the response rates. Not ready to share but will be shared soon for feedback. Still need to compare side by side for consistency.

### **Point of service survey options**

Dr. Senegal would like for all departments to move towards a point of service survey rather than annual administration of a huge survey. Allegra and Don Miller have done POS surveys at this point, independently. These will serve as a model for the remainder of the departments going forward. Allegra uses bookings and has linked her advising center survey to be sent out automatically after students use the advising center. This aligns with what Senegal wants the rest of us to accomplish. If not through bookings, we can use other methods. One way would be to add a module for the goFMX system (IT maintenance & ticketing system). Other potential software packages might be good too. Dr. Mathis would like for us all pay attention to see if we can find a way to automate the administration of these surveys. We don't want a labor-intensive process where folks have to manually email survey links after every encounter. Allegra suggested adding a survey link on our department webpages. Employees and students could be directed to the webpage for satisfaction survey verbally. Also, Allegra is going to



implement a weekly email sending the survey to walk in “customers.” This might be more labor intensive for some departments. Cooley wondered if the BOT capability would allow survey administration. Possibly the survey link could be added to an email signature as well. This might work better for departments who have a lot of activity (HR). Other suggestions, Microsoft forms, google forms, to track usage to link with weekly email idea. Cooley wondered what it would take to link to surveys from phone call.

For now, one more administration of the full survey to folks for this year’s data, IEC to think on POS options for next year. Software options?

### **Performance measures**

Senegal has tasked IEC to think through performance measures. Dr. Mathis provided a brief overview of 7 PMs tracked by the SO. We are leaving quite a bit of money on the table for our performance measures funding. The question we have been asked to think about is how to increase awareness of PM among all college employees in order to help increase funding.

Allegra asked how we keep the college community informed. If folks knew the value of our performance measures in dollars and cents, it may instill urgency. Two ways it is routinely communicated, 1) IE Plan, 2) ORIE website – neither is very effective. Larry suggested we make key performance measures a discussion at EC. Also, might be worthwhile to mentioning during townhall (Larry and Michele), and include places to find the data. Present at a townhall early each year, when new PM are received. Bernadette said to be sure to include a discussion of obstacles that are included to be fair to certain areas. How can we as a group, move the needle in the right direction. Larry said reporting may be an issue, can we do a better job of making sure we are reporting things correctly? Put some of this data in the upcoming Pacer Preview.

This past year, the SO has shifted the PM data to an indexed score instead of percentages (last year), so compare or data to the baseline and excellence level. Don’t compare to last year since it’s a different scale.

People need to have someone with data background explain; town hall and other opportunities are important to tell the story. We need to tell people what they need to do to improve. May need to be a convocation session, Larry and Michele on board for that. Larry will let Laurie and Tina know. Is there a way to get a preview for corrective action? Dr. Mathis will explore that option and report back.

IEC will meet again in 6 weeks or so to discuss IE Plan for next year.



Larry wanted to make sure that someone from HR is on the survey subcommittee – Laurie is on the subcommittee.

Dr. Buchanan requested an offline discussion about transfer data relative to performance measures –Transfer data is hard to get, what data are they using and is it right.

### **Adjournment**

Meeting was adjourned at 10:49 am.

As recorded by Hunter Ashworth