

HLC 5D Subcommittee Agenda and Notes

June 11, 2019

- I. What is needed for HLC writeup?
 - Lee reviewed the status of the evidence document for the Focused Visit, and outlined other HLC activities that will be taking place over the summer
- II. Explore status of Key Improvements/Reports
 - a. Student Complaints (Michelle, Kim, Anne)
 - Michelle is continuing to work on the student complaint landing page for the website
 - Michelle's position (Customer Service Coordinator) may be moved to Student Affairs, pending approval; this would allow better integration of complaint management
 - b. Academic Strategic Plans/Budgets (Ian, Roxanne, Lee)
 - We need a centralized mechanism for tracking unit strategic plans and contacting administrative units and academic departments to ensure timely submission
 - c. Any more from Foundation? (Terri)
 - No, everything looks okay at this point
 - d. Institutional Strategic Planning (Lee, Ian)
 - A committee has been formed to oversee the development of a new institutional plan
 - The new plan will be designed to conform to HLC expectations
 - We need to have a draft version of the new plan in place prior to the Focused Visit
 - e. KPIs (Lee)
 - Lee has identified connections between the KPIs and the current strategic goals
 - With the new strategic plan, a new set of KPIs need to be formulated to tie more directly to the objectives specified in the plan
- III. Explore status of Other Improvements/Reports
 - a. Outcomes Assessment (Lee, Lauren)
 - Not relevant to 5D so will be deleted from further consideration
 - b. Library Services (Katherine)
 - Everything looks okay at this point
 - c. Safety (Ian)
 - References have been made in evidence document to campus police website but more detail is needed
 - The current Campus Crime and Safety document will be divided into two separate reports, one with crime statistics, the other with right-to-know / consumer information
 - Ian stated that he would give Kim all of the work and none of the credit... or was it the other way around?
 - d. Alumni Satisfaction (Lee/Shawn)
 - The Graduating Seniors survey has also been completed, with results broadcast to the campus community

- The challenge remains to use survey data to drive institutional improvements
 - A recommendation was made to form a committee to evaluate survey data and offer suggestions for possible institutional improvements based on the survey results; this proposal was well-received by the group. Lee will work on putting together this committee.
- e. Career Services (Ian)
- Ian has asked Kino to provide some examples of improvement initiatives from this office, especially those derived from the First Destination survey
- f. Housing (Lauren)
- Kim will provide some additional information on improvement initiatives in student housing
- g. Program Reviews and Accreditation (Ian)
- Not relevant to 5D so will be deleted from further consideration
- h. NSSE (Shawn)
- See above; the NSSE results will be evaluated by the proposed survey committee
- i. ITS Survey (Lee)
- Good example of using survey results to drive unit improvements