Systems Perspective

When developing a Systems Perspective, an institution has to move away from the concept of compartmentalized units. Oftentimes, colleges delegate processes to silos such as the admissions office for recruiting, the faculty for maintaining educational standards and expectations, and facilities management for maintaining the building and grounds. Yet realistically, when examining these processes, we realize that these events do not occur in isolation. For example, recruiting students occurs constantly and pervasively, not just at the high school recruiting trip or when seniors are on the campus. All students become recruiters when they tell others about the College. Faculty and staff personify the institution and what they say and the impressions they create shape the College’s image. Reviewing the admissions office processes and performance touches only a portion of what could contribute to the College’s system for recruiting.

Creating a Systems Perspective and making this approach seem natural is what AQIP is all about. www.aqip.org

WWCC SELF-STUDY In Motion

WWCC in Motion: Annual Assessment Report

In the newsletters throughout this year, various information has been shared that was gathered through the 2004-2005 WWCC assessment measures and that was analyzed by the A-Team both during the last workshop and their monthly meetings. This information included the Assessment Day and assessment portfolio data, the “vital few” and progress on those, the CAAP scores, and the CCSSE results.

In an effort to gather this information together and to come up with a summary that will provide the college with meaningful and useful information, the assessment measures and what these mean for us will be summarized in an annual report called WWCC in Motion: Annual Assessment Report.

The purpose of this report will be to not only disseminate information, but to also help identify areas to target for improvement. Using multiple means of assessment and focusing on outcomes for our accountability measures, we will be able to see not just areas for improvement, but the systems that support these areas targeted for improvement.

Closing-the-Loop: Change is Coming

The need to do course-level assessment is paramount in institutional effectiveness.

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- WWCC in Motion: Annual Assessment Report
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- Program Review: Chair’s Committee & Annual Follow up

CALENDAR

- May 11, 2006 A-Team Meeting at noon in A-101
- June 14, 2006 Assessment Day 10 a.m. to 3 p.m. in various rooms
- June 26-27, 2006 A-Team Summer Work Session 9 a.m. to 3 p.m. in 1006

For more information...

Instructional Support
Room 1310
Sandy Caldwell x1720
**Closing-the-Loop cont.**

Course-level assessment is specifically stated as a necessary component of an institution’s assessment plan for reaffirmation of accreditation.

Closing-the-loop is very important in the role of documenting the activity of course-level assessment. However, the key is HOW this activity is USED to improve teaching/learning and how this can be tied to the program.

Closing-the-loop at the course level will continue into the future and ways to tie it to the program will be emphasized. The documentation forms may change in time to make things more useful and meaningful, but the purpose to improve teaching and learning will remain.

**Assessment Portfolio & Assessment Day**

There has been a great deal of conversation about Assessment Portfolio and Assessment Day. Overall, the enrollments for Assessment Portfolio are not good and attrition is high—Assessment Day is preferred by students. Students seem to value the one day quick and dirty approach. Nonetheless, we as an institution have placed considerable value in the Portfolio class where student learning goals are the focus of the class. The College is able to gain the assessment measures that it needs through the activities of the course. This is also the trend nationally. Whereas Assessment Day provides only limited opportunity for student learning goals and almost no student motivation but does provide quick assessment measures for the institution. The caveat is that the amount of student effort is not the same, so combining the measures from the two methods is tenuous at best. Nonetheless, that is what we have done historically.

Currently, the A-Team is looking at new software and technology options that may allow the two concepts of Assessment Portfolio and Assessment Day to be combined. Many institutions have had considerable luck with portfolios that begin when a student matriculates. The advantage is that these tools would benefit part-time and full-time students equally. This will be a topic of discussion for the June A-Team workshop. More to come on this topic in the coming year.

![A-Team Workshop June 26 & 27, 2006](image)

**Program Review: Chairs Committee & Annual Follow-up**

Two big changes concerning program review are in motion for the coming year—disbanding the Chairs Committee and documenting follow-up for Action & Assessment Plans. These activities are also the overall national trend and something gaining momentum within HLC as systems thinking becomes more prevalent.

**Disbanding the Chairs Committee:** Program Review (PR) chairs have significant responsibilities in organizing and facilitating the PR process within the content area. The required activities of team building, scheduling, writing, and revising among other components that make up a PR process are crucial for a successful review. This responsibility has resulted in clear progress in using the PR not only as a retrospective activity but as a future-focused activity. The idea of studying “Where we’ve been” to help tell us “Where AND how to go forward” is becoming more apparent in the reviews. The Chairs Committee, on the other hand, was conceived ideally but has not functioned in reality. The two greatest difficulties lie in scheduling and providing substantive feedback of other Program Reviews. Chairs are finding it very difficult to provide feedback when they themselves are struggling with the process. Chairs have a hard time making comments on someone else’s PR when they don’t know if they are on the right track with their own PR. The executive council agreed that the Chairs Committee will be disbanded. Don’t worry–the stipend remains the same.

**Follow-up for the Action & Assessment Plans:** Both the Action and Assessment Plans for any area are future focused for Continuous Improvement. Without follow-up and maintaining the activities, focus on improvement is lost and use of results becomes low on the priority list. The Fall 2006 scheduled work day may be a good time for areas to discuss these plans and how to proceed. We will set a fall due date with the different Councils for a follow-up report.