

Non-Instructional Assessment Committee Meeting	06/27/2012 8:30a – 10:30a WSC-Library-112
Meeting called by: Kristin	Type of Meeting: Regular
Facilitator: None	Transcriber: Jeremy Mares
Attendees: Mark Hanna, Janet Barton, Kristin McDonald-Willey, Joe Wyatt	
Absentees: Melissa Wilson, Daniel Esquivel, Kara Larkan-Skinner, Bob Austin, Danita McAnally, Leslie Shelton, Lee Colaw, and Steve Chance	

Minutes

Agenda Item: Read through 2010-2011 Non-Instructional (NI) Pet Forms	<p>Rationale: When we implemented PET forms, we were completing a processes, but not showing improvements. Changing the PET form and adding a response form helped us in efforts to complete the process, but we still need to “close the loop” by making sure that our PET forms are reviewed.</p> <p>Overview: Instructional PET Response – 11% corrected their PET information based on the response form, which is one way we can show improvement. The response forms are currently all placed in one document and password protected, but having it password protected probably isn’t necessary.</p> <p>We are going to look at the big pictures instead of each, individual form. 3 areas are examined for Non-Instructional areas: Academic and Student Support, Administrative Support, Community and Public Service Areas.</p>	Presenter: Kristin
Agenda Item: Identify Findings	<ul style="list-style-type: none"> • Discussion of What to Identify <p>MH – What I think should be a primary focus is translating improvement into actions; look at training people on how to write quality statements. Make sure those responsible for PET forms explicitly define the actions.</p> <p>JW – Agreed.</p> <p>MH - What is the goal of this session? Are we making recommendations for the PET forms we will look through? It can be more difficult for NI to connect themes like the Instructional areas; one of the hardest things for NI areas to accomplish is putting a goal’s focus into budgetary terms. What things have budget impact? What roadblocks exist because we don’t have resources?</p> <p>What I have been told is that we want to have a flat budget, but I don’t know what all that (a flat budget) entails. Many interpret “flat</p>	Presenter: Kristin Action Items: Make changes on CTL’s Form: (NSO) = New Student Orientation (NFA) = New Faculty Academy (WIDS) = Worldwide Instructional Design System

budget” as you can’t ask for additional resources, which paralyzes people from wanting to address their thoughts related to the budget on the PET form. Over the past 10 years, 6 library positions were dissolved due to budget cuts. How do I translate that into my budget comments on my PET form?

JW – So the advice should be that a department should still make those comments (related to the budget) knowing full well what the response from above will be so that everything it is at least documented?

JB – Even if they have been told the resources are not available, I think it should be in the PET form.

JW – Right now we are just trying to fulfill a PET requirement. Lots of departments don’t have a wish list. They don’t have data to support their needs because they have been told not spend unavailable resources.

MH - Goals and outcome statements should be able to produce data that show change. The PET form is where they (those responsible for PET forms) should lobby for needed resources.

JW – So will those with the purse strings see this?

KMW – Budget information has been gathered for each PET area and this data is given to the President’s Cabinet. Through the PET process, we can show that we made a legitimate effort to impact change.

MH – SACS reviewers say that insufficient staff can lead to non-compliance and that you can’t bridge the gap with technology alone. When you are speaking with AC executives resources may be denied, but we still have to meet our PET goals. There is a ‘luck of the draw’ effect here with SACS reviewers. Some reviewers can be (non)sensitive to certain issues. So we have taken the strategy that we have to meet the minimum requirements. We know that students don’t engage in optional initiatives. However, we set up library classes to teach our students and virtually none showed up.

JW – So we are essentially telling SACS that we are offering things the population doesn’t want.

MH – And we have to provide SACS with the data showing that we provide various opportunities—utilized or not. Everything needs to tie back to budget so that there is documentation that shows the genuine effort in meeting that goal.

KMW – I will have various pull out reports available, but for now do we just want to focus on past improvements and actions?

JW – Yes, let’s start there.

- **Evaluation**

Academic and Student Support

(THE FOLLOWING DISCUSSION WAS MADE AS THE REVIEWERS SCROLLED THROUGH AN EXCEL SPREADSHEET CONTAINING PET FORM INFORMATION FROM EACH NON-INSTRUCTIONAL PROGRAM. COMMENTS WERE NOT MADE ON EACH AREA.)

Bookstore

KMW – Let’s start with the Bookstore.

MH – The AC Bookstore is making efforts to minimize loss. They need to be more specific in how they are actually going to do something. They make mention of finding a market to sell used books, but what does that mean?

JB – What does it mean to “conduct research?” what are the specifics? They need to be less vague.

MH – Having specific pieces of information gives more guidance to those in positions to effect change.

CTL

KMW –For some areas, like CTL, some goals share the same planned action.

MH – I see they (CTL) have a lot of goals tied to survey results. Surveys provide opinions or show satisfaction rates if a person “liked” a presentation. An opinion is not a direct outcome.

MH – What does CTL’s goal 2a actually mean?

KMW – That (Goal 2a) is pretty much taken from the strategic plan.

MH – Most people wouldn’t know exactly what that means.

KMW – They need to make it more specific; a measureable goal.

MH –A reader shouldn’t have to guess what you mean. In this goal, the explanation doesn’t answer the question.

JW –They already have 80% or higher on most of their measures. If you win a baseball game by 10 runs, it doesn’t make sense to coach the team to win the next game by 11 runs.

MH – Many of these PET goals are contingent upon partnerships with higher ups. Without the partnerships the goals are doomed to fail. We are trying to add more programs and graduate more students online. Overall, we are trying to do more with less. CTL is

removing a number of goals and adding new ones. Since we are looking for themes, could a lay person be able to tell that these various components are linking together?

Continued Discussion on Other PET Areas

JW – Finally, I am seeing a person with a budget implication.

MH – Theme – The action plans has to be specific, no abstract statements. In this statement we are able to see this goal was too large to accomplish with the existing resources. So we need to have the budget requests written here.

KMW – Or it’s possible that the outcome statement needs to be changed.

JW – Such as saying the 50% is not good enough for most things, but if we had a 3 year grad rate of 50%, it would be exceptional. Often, it seems that people are giving information, but lacking clear details. The term “research” seems to indicate a need for more details.

MH – There is potential to use partnerships between different areas as PET goals. For instance, the Library is partnering with Lynae Jacob so we should both have some of the same information on our PET forms. The theme continues to show that we need more explicit statements.

Administrative Support

MH – A lot of improvement has happened in this area. In my mind, this area shows a success story of the whole process..

Business Office

JW – The Business Office isn’t being specific enough with why they need a goal regarding direct deposits. Shouldn’t all business office disbursements to employees be direct deposits?

JB – It should be 100% because we have payroll done that way.

Police Department

JW – The police department was willing to say that the new scooters were saving the college money, but won’t quantify it in gallons of gas not used or the actual dollar value saved. Providing that figure would go a long way in making that a quality outcome goal statement.

Public Service

All agreed – Same themes throughout

- **Themes**
 - PET forms need to contain more explicit information.
 - Everything in the PET form needs to tie together.

	<ul style="list-style-type: none"> ○ The budgetary information needs to be included (as best as able) in all PET forms. ● Are there areas that need increased focus in the upcoming NI trainings? <ul style="list-style-type: none"> ● All – Writing commentary that ties a goal to the budget for documentation’s sake. ● All - More details provided in goal/outcome statements. The Culture/Attitudes have to change. ● Are there one or two PET forms the NI committee thinks would be good pet Examples for other NI areas? All – KACV is going to be a good department to model after because of the success they have demonstrated. 	
Agenda Item:	Other: N/A	
Agenda Item:	Next Meeting: July 25, 2012	Presenter: Kristin Action Items:
Adjournment:	10:45a	