

## **BEST PRACTICES, Institutional Effectiveness**

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**Title:** Using Institutional Effectiveness in Business/Administrative Areas to Facilitate Change # 40

**Source:** Central Piedmont Community College

**Co Area:**

**Addl Info:** [http://www.sacubo.org/sacubo\\_resources/best\\_practices/2003.html](http://www.sacubo.org/sacubo_resources/best_practices/2003.html)

**Abstract:** While the evaluation of curriculum programs is given high priority in higher education, the evaluation of the effectiveness of the various business offices is often undervalued and overlooked. This proposal examines the college-wide institutional effectiveness program of a large urban community college and how the culture has embraced unit review as a valid learning experience for all involved. Central Piedmont Community College has developed an Institutional Effectiveness (IE) website (<http://inside.cpcc.edu/IE>) that facilitates program and unit review at all levels across the college. Administrative and Student Services units are evaluated on a rotating three year cycle. During the review, units address; mission and goals, office functions, staffing, administrative objectives or student learning outcomes, strategies for change, trends in the discipline and future issues. Each unit under review has the opportunity to submit questions assessing their area for the annual faculty-staff survey (delivered online). Results are returned promptly to each unit. Each unit is required to complete a one-year follow-up on their strategies for change identified in the initial review. The IE process has proven to be empowering for all participating units and has encouraged an environment of assessment and improvement across all College units.

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**Title:** The USF InfoMart: an Electronic Report Delivery System # 185

**Source:** University of South Florida

**Co Area:**

**Addl Info:** [http://www.sacubo.org/sacubo\\_resources/best\\_practices/2003.html](http://www.sacubo.org/sacubo_resources/best_practices/2003.html)

**Abstract:** Looking for information about USF? All you need is a computer and web-access. We've produced an application called the USF InfoMart. Data streamlined to your needs are available with the click of a few buttons: <http://www.usf.edu/usfirp/infomart/>

The USF InfoMart is intended to provide management information, both summary and detail, to interested users on campus and in the general community. Data include a spectrum of University resources, including headcount, credit hours, courses, degrees, employees, and more. You can view, print, or download the data into your own PC to design spreadsheets to meet your specific needs. The application includes fifteen semesters or more of data and is updated at specific benchmarks each term, making data useful for point-in-time comparisons and historical trends or future projections.

The USF InfoMart not only allows dynamic access to current information but also includes academic department profiles, a retention reporting system, a built-in usage tutorial called iTraining, and links to data publications like the University Fact Book. As a result of the USF InfoMart development, data are more accessible, timelier, and the need for time and cost consuming paper-based reports has been eliminated.

## **BEST PRACTICES, Institutional Effectiveness**

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**Title:** Applying Institutional Effectiveness to Support Services

# 798

**Source:** Lee College

**Co Area:**

**Addl Info:** [http://www.sacubo.org/sacubo\\_resources/best\\_practices/2007.html](http://www.sacubo.org/sacubo_resources/best_practices/2007.html)

**Abstract:** Lee College of Baytown, Texas has developed an approach for applying Institutional Effectiveness (IE) to support services. The need to apply IE to support services is important, because it is a requirement for accreditation by the College's accrediting agency, the Southern Association of Colleges and Schools (SACS). The methodology Lee College follows involves analytical decomposition from the College's mission, to its goals, to indicators of effectiveness for each goal. The indicators each have working targets (expected outcomes). Targets are evaluated as having been met, partially met, or not met.

This process has allowed the Lee College Administrative Services Division to meet all three aspects of the SACS accreditation criterion 3.3.1, Institutional Effectiveness. First, we identified expected outcomes for our Division's administrative and educational support services. Second, the report card we developed assesses whether we achieved these outcomes. And, finally we have used the report card to justify the initiatives we have undertaken to continuously improve. In so doing, we have been able to provide strong evidence of improvement based on analysis of our assessment results. As noted, such evidence is a key component of the SACS accreditation review.