

# CREATING COHERENCE FOR SUCCESS

A publication of the Office of Institutional Effectiveness



FALL 2020



**Welcome** to the first edition of "Creating Coherence for Success". It is our intent that through this periodic publication we will provide updates to the university community regarding best practices for planning and effectiveness, professional development opportunities, events, important dates, and other points of interest. We hope you find what we share to be a helpful and useful tool in your work to strive for continuous improvement and student success. Please pass this message along to anyone you think might be interested.



In July 2020, the management of the university's assessment endeavors was rolled back into the Office of Institutional Effectiveness, as the assessment of student learning and outcomes assessment are critical components of institutional effectiveness in promoting and supporting evidence-based planning and improvement. These endeavors include management of institutional assessments, the Campus Labs Student Course Ratings System (CLCRS), and University Assessment Steering Committee (UASC) activities such as Assessment in Action, Assessment Fellows Grants, and Assessment Mentor Program. This move will help us to enhance and improve upon collaborative efforts toward quality improvement initiatives at WMU as well as working toward fulfilling our mission. Please join us as we welcome Tonya Dean and Karen Stokes Chapo as they continue in their previous roles but now as new members of the IE team.

According to the Association of Higher Education Effectiveness (AHEE), the Definition of Integrated Institutional Effectiveness (IIE), "is the purposeful coordination and integration of functions that foster student success and support institutional performance, quality, and efficiency; those functions include strategic planning, outcomes assessment, institutional research, regional/specialized accreditation, and program/unit review"

(<https://ahee.org/resources>).

# Accreditation

## Higher Learning Commission Reaffirmation of Accreditation

WMU's preparation for the Reaffirmation of Accreditation from the Higher Learning Commission is currently underway. First drafts of the assurance argument were completed by the criterion writing teams in summer 2020, and feedback has been received by our internal team of HLC trained peer reviewers. We are currently in the process of revising the second draft of the assurance argument, and are identifying and collecting additional pieces of evidence for this second round.

In addition, we are in the process of developing our HLC Video Series that will demonstrate and communicate to the campus community our successes and initiatives over the last 10 years.

WMU's reaffirmation of accreditation will occur on April 12-13, 2021. Please review the WMU HLC reaffirmation website at [wmich.edu/hlc](http://wmich.edu/hlc) for additional information.

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## Specialized Program Accreditation

In preparation for the FY 2021 booked budget allocation, accredited programs are reminded to submit requests for reimbursement of the fees charged annually to maintain existing accreditation. To do so, send a copy of the original invoice and proof that payment was initiated (e.g., receipt, Procard statement, signed voucher, etc.) to Cathe Springsteen, assistant director, integrated program review and accreditation, at [kathleen.springsteen@wmich.edu](mailto:kathleen.springsteen@wmich.edu). Please also include the fund 11 department number that will receive the reimbursement. Additional information regarding accreditation reimbursements, as well as seeking, maintaining, and transferring specialized program accreditation is published in the [Policies and Procedures guide](#). Also, please see <https://wmich.edu/effectiveness/accreditation/specialized> for Accreditation Fast Facts and Current Status Disclosures.

# Assessment

## WMU Culture of Assessment

In the fall of 2018, the University Assessment Steering Committee (UASC) embarked on a project to establish an institution-wide benchmark for evidence of an assessment culture at Western Michigan University. In addition to

establishing a benchmark of assessment culture, the findings from this project served as evidence of continuous improvement in preparation for the Higher Learning Commission reaffirmation of accreditation visit in April 2021.

Academic unit reports were provided for the undergraduate, graduate and certificate levels. Out of 109 possible academic unit reports, 80 were completed (73%). For learner support units, 69 reports were possible and 56 completed (81%). Each submission focused on five areas critical to a culture of assessment: goals, learning outcomes, activities that foster learning, measured progress, and data-informed changes. A team of UASC members read and used a four-point rubric to evaluate each submission. One was the lowest rating, four was the highest.

Across the institution we are strongest at setting goals, fostering learning activities, and using multiple approaches to assess student learning. We have opportunities to grow in establishing learning outcomes and using data to inform improvements to student learning.

The UASC has provided feedback to each of the units who submitted material and provided division-wide reports to the Vice Presidents over Diversity and Inclusion, Student Affairs, and Academic Affairs. To continue to engage in the assessment process, the UASC will use these results to offer broad-based professional development on data-informed decision-making, and targeted professional development to programs and colleges.

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## **Assessment Fellows Grant Projects 2019-2020**

Congratulations to the 2019-2020 Assessment Fellows Grant recipients for completing the work of their grant projects this past spring. Normally they would have shared a poster and welcomed questions about their projects at the annual Assessment in Action Conference but the March event was canceled in order to keep our university community safe. We hope you will take a moment to [review their posters](#) to learn about their project work as it may spark ideas for your own assessment work. For more information about the grants, please visit our [website](#), or contact Karen Stokes Chapo, program manager assessment, at [karen.stokeschapo@wmich.edu](mailto:karen.stokeschapo@wmich.edu).

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## **Assessment Questions and Assistance**

If you have questions about assessment, you are looking for resources, or need assistance, please visit the assessment website at <https://wmich.edu/assessment> or contact [Karen Stokes Chapo](#). Karen is available for virtual appointments or phone consultation, Monday through Friday, 8 a.m.-5 p.m. If desired, in-person meetings may also be requested during the same time frame.

# Evaluation Systems and Curriculum Planning

## Campus Labs Student Course Ratings System Schedule

For most courses, the Student Course Ratings instrument becomes available to students at midnight on the first day of the evaluation period and closes at 11:59 p.m. on the last day. For fall and spring semester courses that end prior to exam week, however, student course ratings begin on the official course ending date and continue for an additional nine days (total of 10 days).

In all cases, faculty have until 11:59 p.m. on the day prior to the evaluation period to make changes to course ratings form(s). Because Campus Labs Student Course Ratings System (CLCRS) receives data from Banner, all faculty members (full-time, part-time, teaching assistants, and instructors of record), and all courses with three or more enrolled students, are automatically scheduled for the student ratings system each semester/session.

Activity	Fall Term 2020
Open Student Course Ratings Period	Thursday, Dec. 10, 2020
Closed Student Course Ratings Period	Sunday, Dec. 20, 2020
Final Grades Due	Tuesday, Dec. 22, 2020
Results of Student Course Ratings	Thursday, Dec. 24, 2020

More information regarding the Campus Labs Student Course Ratings System can be found at:

<https://wmich.edu/assessment/evaluation-systems/student-course-ratings-system>

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## Curriculum Deadlines

Please submit fall 2021 new courses and curriculum changes by **Monday, November 2, at 5 p.m.**

Please submit new program and changes by **Monday, January 4, 2021, at 5 p.m.**

All proposals will be submitted electronically to Tonya Dean at [tonya.dean@wmich.edu](mailto:tonya.dean@wmich.edu).

Curriculum changes effective in a fall semester must be approved at the dean's level by October 31 of the preceding academic year. Changes starting in a spring semester must be approved by March 31 of the preceding academic year.

## Integrated Program Review

### Academic Program Review Relaunch

WMU will reopen the Academic Program Review self-study reporting period during the spring 2021 semester. This will be a relaunch of APR 2020 preempted due to the pandemic. As such, there will be no changes made to the self-study questionnaire or institutional resources that were made available for that cycle. Access to Campus Labs "Compliance Assist: Program Review," provided to self-study completers, chairs, and directors, during spring 2020, will also remain active through April 18, 2021. Please visit our website at <https://wmich.edu/effectiveness/program/academic>, or contact Cathe Springsteen, assistant director, integrated program review and accreditation, at [kathleen.springsteen@wmich.edu](mailto:kathleen.springsteen@wmich.edu) for more information.

## Strategic Planning

### Strategic Planning Update

The Office of Institutional Effectiveness (IE) is currently overseeing the 2019-2020 reporting cycle for the University's progress in advancing the strategic priorities of the Gold Standard 2020, and Invest in Gold, the academic affairs strategic plan.

As in prior years, end-of-year collection of strategic plan progress is occurring in the Campus Labs Planning system. An excel spreadsheet to support strategic planning reporting efforts has also been provided. The reporting timeline for end-of-year strategic plan reporting is due on October 31, 2020 and covers the time period of July 1, 2019-December 31, 2020.

To view past annual reports of the Gold Standard 2020, please visit [wmich.edu/strategic](http://wmich.edu/strategic). In addition, to view past annual reports of the Invest in Gold, please visit [wmich.edu/provost/about/strategic](http://wmich.edu/provost/about/strategic).

## Student Complaint Tracking and Reporting

### Student Complaint Tracking and Reporting Update

The Office of Institutional Effectiveness (IE) coordinates the end-of-year data collection for student complaints received from all WMU units during the academic year through the identified procedures outlined in the Student Complaint Tracking and Reporting Policy.

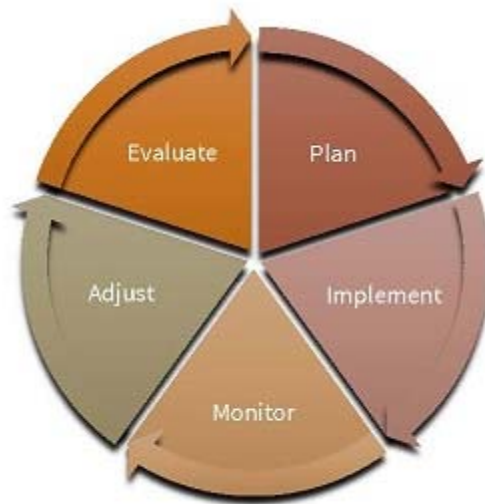
Every unit is responsible for reporting all student complaints forwarded from the Office of the Ombudsman as well as those that were received directly by the unit. Vice presidents are responsible for submitting an annual report to be received by their individual areas, inclusive of appropriate sub-units. To support the tracking and documentation of complaints logged throughout the academic year, a template tracking log for documenting complaints is available for download at [wmich.edu/effectiveness/complaints](http://wmich.edu/effectiveness/complaints).

IE is currently completing the 2019-2020 end-of-year student complaint reporting cycle and is in the process of developing the annual report. Past and future end-of-year reports for student complaint tracking can be viewed at [wmich.edu/effectiveness](http://wmich.edu/effectiveness).

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### IE Fast Facts

The strategic management cycle, as shown below, facilitates the planning, implementation, monitoring, adjustment, and evaluation of strategic projects, processes, and university-wide cross-collaborative initiatives that improve organizational coherence, and demonstrate responsibility for the organization’s overall performance.



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