## ASSESSMENT PLAN FOR INSTITUTIONAL DEVELOPMENT
### PLANNING & RESEARCH FY 1997-98

**Link to College Mission Statement:** “Evaluating existing programs... Providing financial....and support services that are accessible and help students succeed...”

**Program or Unit Purpose:** The purpose of the Institutional Development Office is to support the mission of Cape Fear Community College by providing leadership for the research, institutional effectiveness planning, and fundraising functions of the institution.

**CFCC Strategic Goal #10:** Strengthen the College’s institutional effectiveness process.

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<td>1. The program review process will meet the needs of CFCC and requirements of NCCCS.</td>
<td>1a. VP, Deans and Director of Institutional Development will meet in fall semester to review the process. During this meeting, an assessment of the 96-97 process will be conducted in reference to the 96-97 memo of agreement. A new memo of agreement will indicate any improvements to be implemented for 1997-98.</td>
<td>1a. A meeting with the vp for instruction and deans has not been held to date. Due to special provisions legislation in 1998, the APR accountability measures and standards are being reviewed by a NCCCS Task Force and a full report with recommendations will be forthcoming in Feb. 1999. The APR measures and standards may be increased/enhanced. A review the APR format will be done at that time. Updated information was provided fall semester to the IE Committee and instructional vp, dept. chairs, deans and student development personnel regarding program accountability measures and the future of the APR. A memo was forwarded to Dr. McKethan from vp for institutional development (and shared with College Council by the president) regarding the importance and the quality of CFCC survey data to support the APR and IE efforts. In addition, a meeting with Keith Brown, Assoc. VP for Planning and Research, NCCCS was held on campus fall semester to address program review measures, imposed penalties, and to answer questions.</td>
<td>1a. Anticipate more clearly defined APR measures and standards as a result of NCCCS review and revision. Weaknesses in current CFCC survey methodology and data has been recognized.</td>
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1b. Annual assessment plans for the CFCC instructional support and administrative services units will be related to the proposed NCCCS guidelines for conducting annual services reviews. This will be communicated by the Director of Institutional Development to the senior staff. The director will meet with the staff to help ensure that these units have the information, and understand the requirements and the process as documented in minutes.

1c. The Annual Program Review (APR) Report will be submitted electronically and on time by Oct. 1, 1997 and will contain all data elements required to fulfill the NCCCS requirements as indicated by their acceptance. The APR report will be published and distributed via the CFCC Intranet.

2a. A survey will be administered by the Institutional Development Office to faculty and staff spring semester for the purpose of gathering opinions to evaluate the effectiveness of the research function. At least 75% of the respondents will indicate that the research function is meeting their needs.

2a. The survey was administered March 1998. The IE Committee approved the survey and used the results to suggest improvements for planning and research. The survey results and 8 suggestions were taken to College Council and also shared via e-mail with faculty and staff. The survey revealed that about half the respondents (52.2%) indicated they had access to relevant information for planning and research. And, 49.5% indicated that the CFCC research function met their needs. The 75% benchmark was not met. Fifty-five percent agreed that resources had been allocated to support research. When asked if resources are adequate to support research, 35.7% agreed and 36.6% responded that they did not know.

2a. The survey results in detail and the 8 suggestions for improvement were taken to College Council, discussed and generally accepted. Most of the suggestions have been completed and all are in progress. The most substantive suggestion to hire a statistician to support institutional research will require budget consideration in the next budget planning cycle. Improvements to date are: assessment plans were posted on the CFCC Intranet, training opportunity on the 4 column model was offered, and CFCC planning calendar was reviewed and posted on the Intranet. Steps are in progress to increase recognition and buy-in of IE process through entrepreneurial proposals and President’s Bright Idea Award. Full documentation of the survey and results is filed in office of the VP for Institutional Development. Effort towards implementing all 8 suggestions are to be completed and reflected in IE Committee minutes.

1b. The senior staff have not been formally briefed on this. The assessment plan format is designed to meet the requirements of services review, if followed. As assessment plans are read and evaluated this year by the IE Committee, a determination will be made as to the completeness of instructional support and administrative services department plans and whether they are meeting the criteria for being an “assessment” plan.

1c. Electronic submission of the APR was completed on schedule. The APR appears on the CFCC Intranet.

1c. Electronic submission of the APR was completed on schedule. The APR appears on the CFCC Intranet.

1b. Evaluation of assessment plans by IE Committee is forthcoming in 1999 and results will be forwarded to the President to communicate/recommend improvements needed. A checklist will be used as a tool to help validate the review/evaluation.

1c. No further action. The usefulness of the APR in its’ current format on the Intranet may need review.
3. Monitor IE process to help ensure that each CFCC planning unit (a) has established a clearly defined purpose with objectives/outcomes supporting the College's mission and strategic goals, (b) has developed criteria and procedures for measuring the extent to which the objectives/outcomes are being achieved and (c) that each unit is documenting the results and use of results for improvement on a continuous cycle.

3a. An evaluation of the IE Process will be conducted during 1997-98 using a survey to be administered to selected faculty and staff by the Institutional Development Office. A review of the results will be done by the IE Committee and recommendations for improvement will be made by the committee. 75% of the respondents will indicate the IE process is effective in a, b, and c of this objective.

3b. College Council will receive and review suggestions for improvement from IE Committee based on results of IE Survey and documented in the minutes. Unit level assessment plans will be monitored by IE Committee to ensure each unit has developed a, b, and c in objective #3. This information will also be communicated to faculty and staff by the Director of Institutional Development.

3c. Action steps to improve management of IE process will include the review and/or changes to IE Committee membership as reflected in Committee on Committee and College Council minutes and document progress on strategic

Assessment Criteria & Procedures

2b. Results of the survey will be tabulated and distributed to the faculty and staff. The results will be reviewed by the IE Committee. Suggestions for improvement will be generated and documented in the minutes. The suggestions will be presented to College Council for information or action.

Assessment Results

2b. See assessment results and use of results for 2a.

3a. The IE survey results was not the most effective way to determine the degree to which each planning unit was meeting a, b, or c of this objective (largely due to the survey design). However, the survey did reveal that 88.9% of respondents were of the opinion that their planning unit had developed a clearly defined purpose statement. About half (51.3%) indicated the planning and evaluation process was well communicated campus-wide and 29.3% disagreed or strongly disagreed with that statement. Objective #3 will be continued through the review and evaluation of the IE plans by the IE Committee in January.

3b. College Council received and reviewed the survey results and the information was distributed to faculty and staff. (see 2a). The IE Committee is in progress with the review of the plans.

3c. The size of the IE Committee was reduced to 18 for management purposes. Consideration was given to maintaining a representative cross section of the college. These changes are reflected in committee

Use of Results

2b. See assessment results and use of results for 2a.

3a. This objective is continued for 1998-99 planning cycle. Through the review and reading of the unit IE plans by the IE committee, more specific planning strengths & weaknesses will be cited within the units and CFCC as a whole.
goals and annual planning priorities and re-establish goals/priorities as evidenced in written progress report and minutes of retreat.

minutes.

Documentation of the progress made towards last year’s CFCC strategic goals was accomplished. VPs reviewed the goals and prepared a written report citing progress on the goals, the annual planning priorities and division accomplishments for 1997-98. The written report was shared at the planning retreat in June and distributed to faculty and staff via e-mail. The VP for institutional development prepared and delivered a power point presentation highlighting the progress and major accomplishments.

Used the results of retreat to update goals for this year. Same process will be used to document progress for this year.