

Institutional Assessment Committee

Wednesday, September 16, 2020, 10:00 am – 11:30 pm

In keeping with State mandated directives, meeting was held via Zoom.

Present: Jarett Gilbert, Gail Gilliland, Kristen Kane, Susan Lewis, Mary Martin, Justin Smith, Dan Spatz
Call to Order: 10:03 am

1. Susan welcomes members
2. August 12, 2020 minutes approved.

3. Core Theme C targets for new measures

➤ Goal: Establish targets for measures under C2a, C2.2 and C2.3

- CT-C 2019-20 revised rubric
 - Keep the rubric general and the survey more specific
 - C2.1 Overall Responsiveness
 - Measures: continue using same percentages
 - Wording: measurement will be based on percentage of responses choosing the top two categories on the Community Partner Survey, Question #1 – “always responsive” and “responds most of the time”
 - C2.2 Overall Awareness
 - Overall awareness is Question #2 in the Community Partner Survey
 - Interest in seeing more information on awareness of specific services: Child Care Partners, SBDC, and Customized Training, and potentially other; any data breakdown for service programs will be provided in the narrative and not the rubric.
 - Can anything more be done in this space other than community awareness – concern that the measure is too passive and not action oriented
 - Discussion on the addition of a measure that assesses “utilization”
 - Include a table in the survey that asks whether respondents are aware of the program, if they have referred someone to the program, and/or if they have used the program themselves
 - Data to be shown in two measures: Awareness (C2.2 includes data from survey question 3 table “are you aware of this program/service”) and new measure for Utilization (C2.3 includes data from survey question 3 table “have you referred someone to this program this year” and/or “have you yourself used this program/service this year”)
 - Credit programs should not be included in survey list of “services”; however, keep GED/ABE and add community education
 - In Rubric, remove a, b, and c (breakdown data for SBDC, CCP, and Customized Training) in C2.2 on the rubric and add this information to the narrative
 - C2.3 Utilization
 - Add new C2.3, moving former C2.3 Overall Engagement to C2.4
 - Discussion and description for new Utilization measure listed above in C2.2
 - Susan will make the addition to the rubric and work with Dan on exact language
 - C2.4 Overall Engagement in the community by the college (formerly C2.3)

- Data gathered from Community Partner Survey, Question #4
 - Score based on % of respondents rating CGCC's overall engagement with the community as "very engaged in my community"
 - Target percentages to match those in C1 with Meets Mission Expectation at 65% - 75%, Below Mission Expectation 55% or fewer, and Surpasses Mission Expectation 85% or more.
 - referring (for the institution and not specific programs)
- CT-C Survey:
- Participants: community partners, chambers, city, counties, port etc. individual people we work with.
 - Focus:
 - Move questions from awareness, from "I know" to a more active usage "I have done" Example:
 - "I have used this service"
 - "To which of these programs have you referred someone to the college"
 - Add another question about community education with two parts checking all that apply
 - Dan would like to use the survey to remind the community that we are doing more than community services. Question #2 raises awareness of the college.
 - Question #4 wording "In addition to our overall academic programming to which CGCC programs have you referred your constituents to our programs?" Link "academic programming" to an appropriate page on the CGCC website
 - Add question "Which county are you from" or Please identify your county of residence and then list counties.
 - Responses could be skewed based on whether they are in Washington or Oregon. We wouldn't expect high levels of utilization from some of the more distant locations in our service area. This may balance with high usage areas, making for a reasonable measure.
 - Suggested to ask if the identified county reflects the respondent's residence or the location of their agency/business. Decided this would be too complicated and lead to potential confusion in the survey.

➤ **Action Item: Susan will revise CT-C rubric and collaborate with Dan on exact wording.**

4. Completion of Core Themes Assessment & Analysis

➤ **Goal: Agree on completion schedule**

- Susan provides a brief overview of the completion schedule in past years:
 - Due to IAC last day of September
 - IAC reviews the draft at the October meeting and provides feedback to Core Theme Committee

- Core Theme committee addresses any concerns, requests for additional or new data/information, and makes revisions
- Core Theme Committee resubmits in time for IAC review prior to the November meeting
- Final draft is approved by IAC in November, posted to website, and distributed to college community
- IAC agrees we are a month behind and will move all deadlines back 1 month.
 - Draft document due to IAC October 31 – gives time for completion of Community Partner Survey scheduled to end Oct 14th)
 - All CT Committees agree that the revised timeline is doable

➤ **Goal: Determine solutions for barriers to completion**

- Core Theme A: Campus Nexus work must come first.
 - Susan offered to get data from Justin
 - Mary advised that they have a plan, and that Gerardo will get data from Justin. The additional time will make it possible.
- Target revision work for Core Themes A and B
 - Required revision research not able to complete even with extension
 - Will leave targets the same in measures that did not change
 - Some measures were revised and will require that targets be created for them:
 - CT-A: A1.3 (changed from FTE to actual count of number enrolled), A3.2 (changed from percent change to FTE count)
 - CT-B: B2.7 (changed measure from first year university GPA of CGCC transfer students to fall to fall retention rate of transfer students completing first year at university)

5. **Other:** Brief discussion about the college using Core Themes in the future. For 2019-20 assessment of mission fulfillment, Core Themes Data & Analysis will be used. Core Theme assessment is expected to be completed as scheduled. Discussion is being conducted around a potential change for next year.

6. **Adjourn** 11:37 pm

Next meeting: October 14, 2020