

## Annual Update: 2009-09-10

### A. Describe the past year's accomplishments and the current status of this Action Project.

Our accomplishments since the last update: • On December 9, 2008, the project lead met with the newly formed IU Northwest Council to review the Performance Measures project and submitted a draft proposal for setting targets for our Performance Measures for review. The lead was asked to make some revisions. • On January 13, 2009 the project lead attended another Council meeting to answer questions and present the revised draft proposal. The lead was asked to revise the document again to clarify how the Performance Measure project would tie together with the Wildly Important Goals (WIGs) of the campus. • The revisions were made and presented to the Council on February 11, 2009. The proposal was accepted. • March through August 2009: The project director began gathering data on measures from all three performance categories: Admissions and Enrollment 2) Financial and 3) Student Success. Examples of data collected: 4-5 years of data on new degree-seeking students admitted vs. those who matriculated, student diversity, SAT scores, students needing remedial course work, core expenses vs. peers, contracts and grants awarded, private money raised, financial aid distributed to first-time full-time freshmen vs. peers, budgeted vs. actual credit hours, average faculty salaries by rank vs. peers, staff salaries vs. peers, degrees awarded, etc. The project director worked with key individuals on campus during this process. They included the Chief Campus Fiscal Officer, Executive Director of Development and staff, Director of Human Resources, Director of Admissions, and Director, Career Services. • A new initiative from the State of Indiana was announced in 2008-2009. The “Reaching Higher” project will require public institutions in Indiana to provide data relating to the number of degrees conferred, credit hours completed, remedial courses taken by students and several other measures. A portion of the State’s appropriations will be tied to these results. This initiative was reviewed and additions and changes in the Performance Measures will be made. • Work to date was reviewed with the Associate Vice Chancellor of Academic Affairs and Associate Dean of the College of Health and Human Services on July 28, 2009. The project’s timeline has been extended due to several reasons: When the campus transitioned to the IU Northwest Council structure, the project lead was instructed to wait until the new Council was briefed on the project before proceeding. While this put the project behind by several months from the anticipated deadlines, the project gained acceptance and approval from the new Council.

#### **Review (09-18-09):**

Looks like you are making progress. You are both working well in creating an analysis that reflects your institutional goals and involving departments across campus. Two categories – seven and nine – relate to this below. When you compare the Performance Measure project with the WIGs, you are making good progress regarding CAQIP Category Seven, MEASURING EFFECTIVENESS, 7P6. “How do you ensure department and unit analysis of data and information aligns with your organizational goals for instructional and non-instructional programs and services? How is this analysis shared?” AQIP Category Nine, BUILDING COLLABORATIVE RELATIONSHIPS. 9P7. “How do you create and build relationships between and among departments and units within your organization? How do you assure integration and communication across these relationships?”

### B. Describe how the institution involved people in work on this Action Project.

- Presentations were made to the IU Northwest Council which is comprised of 30 individuals

representing every school and unit on campus. It is their responsibility to share information with their respective school/unit. • The project status is reported every other month to the IU Northwest Council by the Vice Chancellor of Administrative Services. • A short update on the project will be published in an Administrative Services newsletter that will be sent to the campus in late August or early September 2009. • The project lead has the primary responsibility at this stage of the project to work one-on-one with key individuals on campus and gather the data for each measure. The importance of the project and the on-going expectations for the data were discussed at each meeting. • The project lead along with the HR Director, conducted training in the 4 Disciplines of Execution in late fall 2008 and spring 2009. They trained all non-academic unit directors, or 21 individuals, in this process which focuses in getting the most important things done. During this training the project lead spoke of the campus Performance Measures project and how it tied in with the campus WIGs.

**Review (09-18-09):**

Communicating your progress in the newsletter is important. It relates to AQIP Category Five, LEADING AND COMMUNICATING and again AQIP Category Nine, BUILDING COLLABORATIVE RELATIONSHIPS.

**C. Describe your planned next steps for this Action Project.**

• Complete the final data gathering for each measure which includes fall student data. December 31, 2009. • Implement the approved process to set targets: Begin meetings with key stakeholders and gather their recommendations for targets. Present targets to AQIP Steering Committee. The committee will decide which targets need to go to the Faculty Organization; present selected targets to the faculty; review the targets with the Deans; and submit the targets along with all feedback gathered to the IU Northwest Council. The IU Northwest Council and the Chancellor will finalize the targets. (Anticipated completion date has been moved to the spring semester 2010.) • Finalize the formatting and presentation of the data for publishing on the web. Present to the IU Northwest Council. The Council will need to make the final decision on who will have access to the data. (Anticipated completion date moved into spring 2010). • In the spring of 2010 add new measures as a result of the state's "Reaching Higher" initiative.

**Review (09-18-09):**

The project is making good progress in a timely manner, however, the project has fallen behind slightly. Look forward to closing out this project in the spring 2010 and celebrate your success. Looks like you are effectively utilizing AQIP Category Seven, MEASURING EFFECTIVENESS in managing data as well as AQIP Category One, HELPING STUDENTS LEARN in obtaining data from students and stakeholders.

**D. Describe any "effective practice(s)" that resulted from your work on this Action Project.**

Nothing new or innovative, just keeping key stakeholders informed of process is valuable. It reduces the need to redo work. Input is received as work is being done which allows for more flexibility to make adjustments.

**Review (09-18-09):**

Your organization is keeping AQIP Category Five, LEADING AND COMMUNICATING, in mind by "keeping key stakeholders informed."

**E. What challenges, if any, are you still facing in regards to this Action Project?**

The biggest challenges are 1) simply not having enough time to devote to this project and still

work on other very important, continuous improvement projects as well as ad hoc IR projects and 2) a new initiative rolled out by the state which needs to be incorporated into the Performance Measures which adds to the length of the project and requires coordination with our Bloomington campus.

**Review (09-18-09):**

Just identify accomplishments, close out the project when you can, and then consider breaking down the action project into smaller bites to create more successes. Two to three years is rather long for an action project.

F. If you would like to discuss the possibility of AQIP providing you help to stimulate progress on this action project, explain your need(s) here and tell us who to contact and when?

**Review (09-18-09):**