

The 2010 Institute on Best Practices in Institutional Effectiveness

Getting Assessment, Accountability & Outcome Evaluation Right the First Time

June 20 - 23, 2010

San Diego, California - Embassy Suites San Diego Bay

Conference Agenda

The first two half-day sessions are for first-time attendees (Sunday afternoon and Monday morning). Those who attended in 2007 or 2008 need to arrive in time for lunch on Monday June 21st (day two). **However, we welcome you to attend Sessions I & II if you would like a refresher. All sessions are in the Monterrey Ballroom.**

Day 1: Sunday, June 20, 2010 (First-time Attendees)

12:00 – 1:00 pm Registration

1:00 – 5:00 pm **Session I: Institutional Effectiveness 101A**
Presenter: Terri M. Manning, Ed.D.

Session IA: Institutional Effectiveness: Philosophy, Perspectives and Premonitions

The purpose of this session is to:

- define institutional effectiveness in both philosophical and practical terms
- outline the processes that are typically included in an IE Plan
- address the major issues that impact how thoroughly institutional effectiveness work gets done at institutions of higher
- establish the urgency of improving student success and how institutional effectiveness can facilitate that process
- explore accreditation and the national mandate for outcomes assessment

2:45 - 3:00 pm Break

Session IB: Institutional Effectiveness: The National Mandate for Learning Outcomes Assessment

The purpose of this session is to:

- discuss useful IE processes and methods to gain “buy in”
- identify training needed by faculty and staff on the “nuts and bolts” of outcome assessment
- discuss the use of logic modeling and other forms/helpful processes
- define the six step process to develop, define, prioritize, and measure outcomes
- create methods to require the use of results to improve and grow

Day 2: Monday, June 21, 2010 (First-time Attendees in the morning)

8:00 – 9:00 am Breakfast (those staying at the conference hotel, Embassy Suites)

9:00 – 12:00 pm **Session II: Institutional Effectiveness 101B**

Presenter: Terri M. Manning, Ed.D.

10:15 – 10:30 am Break

Session IIA: Institutional Effectiveness: Evaluative Processes that Work

The purpose of this session is to:

- Fundamental elements of IE such as academic program review, administrative unit review and general education assessment.
- An effective program or unit review process – what do we care about
- The results of a good one
- Institutional support for program and unit review
- Including outcomes in instructional, administrative and student services
- Sample outcomes

Session IIB: Institutional Effectiveness: General Education Competencies

The purpose of this session is to:

- Work through the process for identifying general education competencies through consensus
- Walk through the timeline for teaching and assessing across the curriculum versus within the gen ed core
- Discuss assessment options for general education competencies and methods for using results to improve performance
- Identify critical issues in the top 25 highest enrolled courses (the gen ed core)

12:00 – 12:45 pm Lunch (All Attendees)

12:45 – 2:15 pm **Session IIIA: Using Appreciative Inquiry in Strategic Planning**
Presenter: Lane Glenn, Ph.D.

Appreciative Inquiry is an approach to planning and positive change that has been used successfully in colleges, communities and organizations all around the world. It is broad-based, highly participative, and energizing. It builds new skills in faculty and staff, develops new leaders, encourages a culture of inquiry, and helps create shared vision and purpose for your college by building on your core values and strengths--and connecting them to outcomes. "Planning with Appreciative Inquiry" will give you a short "AI experience," provide you with an introduction to the process with an emphasis on strategic planning, and leave you with a set of resources you can use to explore this method of planning and institutional effectiveness for yourself and your college.

2:15 – 2:30 pm Break (all attendees)

2:30 – 4:00 pm **Session IIIB Using the Positive Approach in Your Student Success Agenda – More on Appreciative Inquiry**
Presenter: Lane Glenn, Ph.D.

Day 3: Tuesday, June 22, 2010

8:00 – 9:00 am Breakfast (those staying at the conference hotel, Embassy Suites)

9:00 – 10:30 pm **Session IV: The Evaluation of Teaching, a Critical Element to Get Right**
Presenter: Terri M. Manning, Ed.D.

The purpose of this session is to look at the evaluation of teaching as the opportunity it is for faculty to guide and define learning. This active session will provide methods for developing a “local” tool and the guidelines for appropriate and inappropriate use will be discussed

10:30 – 10:45 am Break (all attendees)

10:45 – 12:15 pm **Session V: Organizational Behavior, Why Change is Hard in Institutions of Higher Education**
Presenter: Jim Tschechtelin, Ed.D.

The purpose of this session is to analyze the dynamics of organizational change in higher education and to map out practical ideas for promoting improvement in institutional effectiveness.

12:15 – 12:45 pm Lunch (all attendees)

12:45 – 2:15 pm **Session VI: Institutional Effectiveness and Accreditation**
Presenter: Sherrill Amador, Ph.D (Western Association)

This session addresses the national climate in higher education and how it is impacting the regional accrediting agencies and pushing institutional effectiveness into the classroom. The new requirements and their impact on the performance of institutions is addressed including the need for program review and the assessment of student learning outcomes.

2:15 – 2:30 pm Break (all attendees)

2:30 – 4:00 pm **Session VII: Effective Data Gathering and Benchmarking in Finance and Facilities**
Presenter: Kathy Drumm, DBA

This session will review the required data reporting for each accreditation body and identify a method for using sample financial statements to compute numerous key financial and facilities indicators. Other sources of effectiveness measures will be discussed, closing with tips on how to use your colleges’ indicators to improve planning and overall success.

Day 4: Wednesday, June 23, 2010

8:00 – 9:00 am Breakfast (those staying at the conference hotel, Embassy Suites)

9:00 – 10:30 pm **Session VIIIA: Assessing and USING Learning Outcomes in Student Services**
Presenter: Ken Gonzales, Ph.D.

The purpose of this session is to provide a process for developing, assessing, tracking, and using learning outcomes for student services departments. Participants will understand the unique challenges and opportunities of learning outcome assessment in a student services context. Participants also will learn how to link learning outcome

assessment with specific departmental performance indicators.

10:30 – 10:45 am Break (all attendees)

10:45 – 12:15 pm **Session VIII B: Using Qualitative Data to Enhance Institutional Effectiveness: The Role of the Focus Group**

Presenter: Ken Gonzales, Ph.D.

This session will provide a step-by-step approach of collecting, analyzing, and using focus group data to enhance institutional effectiveness.

12:15 pm Farewell and Good Luck!