Meeting was convened at 3:30 p.m. in the Administration Building Conference Room.

Present were: Dr. Marge Kingsley, Ms. Carolyn Kinslow, Dr. David Groves, Mr. Benson Warren, Dr. Suzanne Clinton, Mr. Donald Aguilar, Dr. Larry Kruse and Mr. Tom Sutherlin.

Absent were: Dr. Mary Dzindolet

1. Approval of February 28, 2005 minutes

Typographical errors were noted and corrected in minutes. Warren: Motion. Clinton: Second. Motion to accept with corrections passed.

2. Discussion of PQIRs

a. Difference between student learning and “turf protection.”
b. Some discussion about number of students passing courses.
c. Need to discuss certification results.
d. Review tie between departmental budget and department assessment committee.
e. Need to have all programs in PQIR process as first step.
f. Budget instructions to departments need to have integrated assessment.
g. Analysis section in some areas requires strengthening.
h. Analysis needs multi-year results.
i. Benchmarks are being omitted from some reports and not addressed consistently.
j. Linkage to development of

1) Faculty development
2) Student learning
3) Learning outcomes

k. Reliability indices.
l. Some programs may be looking at MFT score instead of outcomes.
m. Programs with general education courses should have a portion of the report show that outcome.

3. General Education data collection

See handouts

Respectfully submitted,

Tom Sutherlin
Institutional Assessment Committee
April 26, 2005

Agenda

1. Approval of minutes for March 28, 2005
2. Recommendations re PQIRs
3. Assessment of Student Satisfaction
4. Other
Characteristics of Successful Continuous Improvement Systems

- Commitment of entire organization to continuous improvement
  - Top management
  - Mid-level management
  - Service Providers

- Customer Centered
  - Student Centered
  - Community Service Orientation

- Whole organization participates in improvement process
  - Management responsibilities
    - Lead planning
    - Facilitate processes
    - Evaluate results and direct resources to achieve results
    - Review and approve recommended process improvement
    - Assure accountability for achieving performance standards and goals
  - Service providers
    - Design measurements
    - Take measurements
    - Record measurements
    - Analyze measurements
    - Adjust methods to achieve improvement
    - Implement approve improved processes
    - Report results
  - Quality Improvement Team (Institutional Assessment Committee)
    - Review quality improvement processes and recommend improvements and refinement
    - Review compliance with quality standards
    - Report program results to management and external agencies