

Summary of Notes from October 25, 2005 Meeting

Student activities do not promote an academic environment

What is "Quality Improvement Guide"?? Educate, Publicize, Inform!

Adhoc

- Better way to inform students classes are cancelled
- A way to retain classes

Use labor market information to drive availability of programs/curriculums to be offered at KCC

CATEGORY 1

Develop a process to institute or evaluate the need for new programs based on input from faculty, staff, students, administration and the community for new program (degree or certificate) needs.

Homework graders – out of tutor lab

We need a process in place to incorporate general education objectives into course outcomes.

A process to encourage faculty and staff to broaden their teaching/support techniques to help students learn and stay current in their profession.

Development of testing/resource lab for students.

Improve the process to evaluate course prerequisites and compare like courses to other colleges.

Increasing the availability of resources to students.

Need to continue working with faculty and administration so they develop understanding of assessment tools and techniques

1. Training for ALL in techniques and tools and application
2. Develop review process for implementation
3. Assessment team in place to help
4. Some training has occurred. Some today.
5. No requirement for adjunct faculty total participation in training? Possible?
6. Adjunct faculty 3 hour training/orientation evening every semester. Mandatory

Orientation course – New classroom format as well as hybrid and online courses are being piloted

1. Mandatory for all new students
 - a. Maybe only degree seeking
 - b. Maybe after X number of credit hours
2. Define what's required in this class and what should be taught
3. ? Is online appropriate?

Institute effective system for assessment of student learning across the institution. Work on developing system

1. Universal process developed to identify and assess learning at course, program and gen ed levels

Topic: Effective system for the assessment of student learning across the institution...

- Inter-Departmental – 1) dialog 2) alignment 3) consensus

Hopeful Outcome: The successful implementation of an institution-wide assessment system

Topic: Develop an understanding of assessment tools and techniques

- Continued training/opportunities for sharing
- Follow-through – keep momentum going...
- Focus on the simplicity of assessment

Hopeful outcome: 1) Achieve faculty/administrative comfort level and buy-in
2) Honor the integrity of academic standards

Topic: Develop data-collection processes to inform institutional decisions

- Need consistency – 1) definitions 2) collection 3) analysis
- Develop a method to communicate results, achievements, strategies...

Hopeful outcome: Institutional support to implement revisions as a result of data findings.

1. Data collection

- a. Define measures first. Then collect data. What data is important?
- b. Quantify expectations-How do we measure what we expect?
- c. Measures have not been well defined

2. Across-the-board student assessment

- a. All departments- i.e. tutoring services, LRC services, placement services, ITS
- b. Communicating-what's available? Funding – adequate?
- c. All of above
- d. Empower committees by funding them – giving them budgets and giving them decision-making authority.

3. Orientation Class

- a. Can students really access online course?
- b. Input from faculty and service areas?
- c. Encourage/compel students to take the course
- d. Toll-free helpdesk no.

CATEGORY 3

Only looks at students, not other stakeholders – aren't employees stakeholders?
Analyze reasons for recent decline in enrollment and develop solutions.

Update Clarus study

Can we support some way to educate advisors about our students beyond the advising session? I would like to see advising staff observe students in the classroom. Equally, perhaps faculty could more fully participate in the advising process.

I would like to see a more systematic, analytical approach to understanding enrollment decline. Anecdotal reasoning does not give us real reasons to make necessary changes i.e. scheduling changes

Smart Classrooms – Leave some classrooms “unsmart”
Students can use such rooms for study purposes
Teachers who choose not to go “heavy” on technology can have some “unsmart” classrooms for their use
(I applaud the no-technology room in the LRC)

Lack of consistent data collection and analysis (Clarus is getting old)

1. Analyze reasons for recent decline in enrollment and develop solutions.

CONSIDER	CONTINUE	NOT ADDRESSED	NEW WAYS
Course offerings not broad enough	Online and hybrid	Specific population's needs Technology	↑Orientation to online Hands-on experience
Population demographics	Corp & Con Ed offerings	Needs and interest of seniors	Market to retirees Trips and group activities
↓Retention (not Niche) (unsuccessful)	Job Shadowing for H.S. Counseling	Target adult-learners Immediately send to remedial	↑Job shadow Q & A Sessions with professionals
Poor Economy Cancelled classes Lack of cont. with ↑% adjunct Compare with other C.C.			

2. Smart classrooms/labs

CONSIDER	CONTINUE	NOT ADDRESSED	NEW WAYS
All classrooms should be smart classrooms	Great tech. support		

Standardize equipment in smart rooms	Training for full-time and adjunct faculty		
Scheduling becomes an issue when only some rooms are "smart."			Use a more effective approach to scheduling "smart" rooms based on need

3. Career Services provide resumé and job shadowing services

CONSIDER	CONTINUE	NOT ADDRESSED	NEW WAYS
	IETC resumé and career development		
Job shadowing done at beginning of career	KCC Career Planning – job shadowing, resumé		
KCC counselors explain/shoe students these services			
KCC Career Planning Office should work with high schools to develop job shadows for H.S. students			

Analyze reasons for recent decline in enrolment and develop solutions:

Reasons

- financial aid for students (\$\$)
- less employer support due to tough economic (small?) business conditions
- family obligations (caring for children, children's activities)
- no incentive (service-oriented jobs don't usually require a degree) Lots of low paying jobs available in our community
- lack of marketing of academic programs and faculty expertise (the need to make ourselves (KCC) better than others – let's be competitive)
- stigma associated to C.C. education
- fear of returning to school for displaced workers (and even 1st generation college students)

Suggestions

- market programs via cable advertising, radio (not just class or schedule times)
- news stories about programs/staff/faculty that focus on our expertise. For example, does the public know about the certification of the paralegal program?
- student success stories on phone hold mode

Top 3 issues:

1. Analyze reasons for recent decline in enrollment and develop solutions
2. Website does not yet include all that we can provide for students' needs
3. Smart classrooms/labs – (makes a big impact on image of college as being up-to-date)

Put students' needs first

Improve advisor – faculty communication based on student needs
Reduce barriers to enrollment such as unnecessary prereq's, difficult registration procedures
Put student services on 1st floor where Corp & Con Ed is. (students are forced to search for registration)
Articulation and dual enrollment guarantees are good.

Counseling pods = Good.

Marketing Position:

Division specific recruiters needed – (full-time recruitment) (or reduce division chair responsibility and add recruitment)

Centralized data collection = Good.

Lot of responsibilities and priority not clear, too many deadlines.

New projects funneled through existing committees.

WEBSITE

Resources – Lack of
Need for collaboration/accountability
Clarify responsibilities
Training and exploration
Integration of KConnect
Tuition billing/online pmt. option

Decline In Enrollment

- Happens sometimes naturally
- Scheduling of classes around students, not faculty
- Class cancellations (Examine process)
NO LATE REGISTRATION.
- More flexibility/Late-starting classes (gen. ed.)
- Have recruitment and retention committee survey students, asking about scheduling preferences.

CATEGORY 4

Some administrators are never seen near students and faculty

Allowing all credentials to be used in professional development

More notice on changes

We have funds for student workers but supervisors won't take time to get on hired because of laziness.

Shrinking the workforce causes expanded work load duties for a few hard workers causing frustration and unhappiness while other workers do not get extra duties, and continue to exist in an environment of complacency.

Difficult to advance in positions. Wish to be cross trained and promoted.

Departmental meetings. Monthly (at least) meetings in each department to assure consensus. Communication to allow employees to discuss important matters and address new info, strengths/weaknesses.

Recognition System. Reward/awards in place to "value" employees identified as more helpful than most and provided a positive experience.

New employee training: with sufficient time to learn duties; outline of responsibilities in addition to manual.

Lack of administrator enforcement of supportive staff policies and no reporting is made to Human Resources and comments on evaluations.

Top management great decisions are not (often) discussed with support staff and often top management says they don't care about the effect it has on the specific workers and their positive environment.

Benefits for part-time staff and recognition like other staff

1. Communication

- lack of
- process of distribution
- consistency
- internal scheduling (admin. → down)
- interdepartmental
- user-friendly (avoid overuse of acronyms)

Efforts

- Update
- Wall-good idea, but easily accessible? Multiple locations
- Electronic wall/website (user friendly)
- Board meetings
- New employees (comm.. gap for them)
Part-time/adjunct gap info.
- Student services ↔ faculty gap
College wide staff

Not Yet Addressed

- See previous section

New Ways

- Get acquainted opportunities include entire campus staff
- What's new? Departmental open houses

2. Recognition

- All employees should be recognized and be invited to participate in
- Increase morale by recognition of staff

- Continue recognition of anniversaries, but do it for all!
- Recognize professional development accomplishments and awards for all
- Continue INNY's and add this to all departments and put in Update
- Continue recognition dinner and include all part-time faculty
- Re-implement Staff Appreciation Day
"Floating" Staff Appreciation Day on anniversary?

3. Climate Survey

- Action plan as a result of feedback from survey and institute change
- Include all staff in climate survey
- Distribute comments from climate survey and have accessibility for all. Results distributed to all
- Become "results-oriented"
- Avoid black hole syndrome – report isn't enough → signal
- Reporting shouldn't stop with AQIP reports
- Generate questions based on employee input/suggestions
- Reporting on progress toward improvement by adm. Required
- "Complete the loop" of the survey by reporting back on actions taken
- Comments generate goals in priority order
- Reinstigate President's Cabinet meetings with Brown Bag Lunch (or breakfast) type of setting open to all faculty and staff – regularly scheduled
(Did you read to the end... will we ever see results of this)

...To provide effective communication campus-wide...

1. Aspects of Communication

- a. Clear and timely communication of expectations
- b. Communication of praise/criticism
- c. Campus-wide communication strategies

2. Efforts to Continue

- a. Update
- b. Board minutes

3. New Initiatives

Improve Communication Between

- Student services and academic divisions
- Academic divisions and academic divisions
- "Coffee Lounge"
- Electronic "campus Issues" blog
- Electronic suggestion box
- Cavalier "Town Cry-er" to spread information throughout campus
- Student newspaper established
- Opportunities for "camaraderie" between departments
- Interdepartmental open houses
- Staff Appreciation Day?

Pay for Lunch

Work only an 8 hour day

Allow people to flex their time or initiate different hours i.e. regular work day is 10 – 6

1. Recognition of all staff categories (F.T. /P.T.)
2. Training – supervisory
3. Benefits of climate survey

1. Recognition

- A. Aspects to consider
 - ⇒ Large number of part-time staff (double cost of recognition dinner)
 - ⇒ Employed during the day – Unable to participate in college-wide events
 - ⇒ Someone who works less hours @ part-time gets same benefits/recognition as someone who works 32 hours
- B. Aspect not addressed by KCC
 - ⇒ When the college is closed – affects pay of part-time employees.
- C. Address Issues
 - ⇒ Recognition of part-time employees is bases on hours worked

2. Supervisory Training

- A. Aspects to consider
 - ⇒ Training – make it more fun-less rigid
 - ⇒ Boring
 - ⇒ Fewer training sessions – more context
- B. Aspects of the issue not addressed
 - ⇒ Missing element in communication
- C. College Address Issues
 - ⇒ Supervisors spend a day in their employees shoes
 - ⇒ Videotape training sessions and allow those to view in their free time
 - ⇒ Combine topics
 - ⇒ Include all staff in training. This includes admin. And support staff. We all need to hear same information

3. Benefits – P.T. Staff

- A. Aspects to consider?
 - ⇒ Those receiving benefits somewhere else – why should they receive additional benefits at others expense?
 - ⇒ Those who do not have benefits and they need them
- B. How might KCC address the issues?
 - ⇒ Benefits based on hours worked
 - ⇒ Sick-time and vacation based on hours worked
 - ⇒ Allow part-time staff to select options
 - Ex. Package #1 – Recognition Dinner or Package #2 – Bonus and Benefits

Implement the AQIP quality improvement process already designed. Administration takes feedback seriously and institutes appropriate changes.

Written response to recommendations made by committees

Clear policy guidelines

- Clearly define the parameters of policies

Increase efforts to provide effective communications campus-wide

- Invite other departments to department meetings
- Campus-wide student projects

CATEGORY 5

All middle level administrators need a venue for a direct line of communication with President like support staff and top administrators. They're the drivers in this operation.

1. Need specific data and it's analysis to support or refute recommendations
 - need correct information before making decisions
 - decisions become data driven
 - eliminating shooting from the hip
2. Get consistent feedback from pertinent stakeholders...
 - those affected need to be consulted
 - make decision-making more democratic
 - test period
3. Perception from supportive staff...
 - not getting information – timely
 - need consistency in disbursement of information
 - deciding best practices in who needs to know the information
1. Leadership succession is not developed.
2. Seek more data from stakeholders before making decisions.
3. Get consistent feedback from pertinent stakeholders before making decisions or putting them into effect.
4. Perception from supportive staff is that communication is still haphazard even though processes are being developed.
- I. Leadership succession is not developed
 1. Timely replacement of resigning or retiring personnel.
 2. Unavailability of leadership in absence of immediate supervisor
 3. Develop consistency in chain of command
 4. Job specific policy & procedure manual for all positions. Should be provided to new employees.

#2 and # 3

- Seek more data from stakeholders...
- Get consistent feedback from stakeholders before making decisions.
 1. Define "stakeholder" (the student is the ultimate stakeholder).
 2. Provide incentives! Reward and encourage quality feedback.
 3. Address methods of obtaining data and feedback. Limit paper surveys!

#4 Perception from supportive staff is that communication is still haphazard but processes are being developed

1. Monthly department meetings for all departments
2. Address communication needs in areas where electronic communication is not always available.
3. Identify core person from each area to disseminate pertinent information to all affected stakeholders.

Leadership succession is not developed

Possible solutions:

1. Consistent procedures for hiring & promoting
2. Communication of available positions and requirements
3. Cross-Training

Results looking for:

1. career ladder
2. measure effectiveness through climate survey
"I have the opportunity for advancement within KCC"
3. clearly written procedures for hiring and promoting

Seek more input from stakeholders before making decisions.

Possible solutions:

1. involve broader scope of stakeholders when making decisions
2. decision shared equally and fairly between all staff, directly impacted by the decision

Results looking for:

1. Inform stakeholders of decision made and why
2. measure effectiveness through climate survey

Strengths:

1. Several key groups provide feedback to PVP for decisions

Possible improvements:

- a) More balanced ratio of faculty, staff and administration in college council.

Effective Communication			
Issues	Efforts	Aspects to Address	Ways to Address
-policy comm. (lack of) -timeliness of comm.	-KCC Update Good	-Voicemail/e-mail effectiveness	-TRAINING
Increased Health Insurance			
-cost (family) -range of provides(SIC) -depth of services	-committee -reduction of costs	-renegotiate BC/BS -look at other providers	-continue dialog with vendors -examine coverage needs
Teaching and Learning			

-need for staff for TLC -more prof training & dev -\$ more money for ed.	-creation of TLC -creation of new full-time and adjunct dev. course	-increase student retention -increase access to SMRT Rm technology -training regarding assessment	-mini grants for development, travel and courses -expand dev. opportunities for new F.T./adjunct faculty -sessions to improve student retention -hire full-time staff to support the essential mission of teaching and learning (TLC)
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CATEGORY 6

Add more physical plant staff with the opening of all the new buildings!

Improve WDC landscaping (add staff)

More academic advisors

Add more "model" classrooms

Data Gathering: movement from project mode to process mode

1. Establish a central data warehouse.
2. Institutional operations data guru.
3. Train select staff from each department on retrieval of information and continuous improvement.

Staff Shortages

Tutoring

Advising

Admissions

Financial Aid

Reception (Karen)

Physical Plant

1. Explore new alternatives for staffing.
 - a. New hiring
 - b. Staff reassignment
 - c. Contracting services
 - d. University internships
2. Expedite hiring process (currently toooooo slow)
3. Expand pool of as needed for every area.

System for identification of support service needs for students

1. Customer service surveys
 - a. With syllabus
 - b. In classrooms
2. Student education regarding available student services

- a. Orientation class
- b. Separate student handbook/calendar
- c. Hand out with syllabus
- 3. General campus-wide survey
- 4. designated person/place for information/questions/suggestions

1. Communicate services that are available to students. Take time to answer questions
2. Develop data warehouse
3. Strengthen new employee training – especially in terms of AQIP

1. Communicate what services are available to students
 - a. Aspects to consider
 - What is the best way to reach students?
 - Cost to develop communication tools
 - b. Efforts to continue
 - How we already communicate with students
 - Advising
 - Program info(e.g. Trio)
 - Web
 - Mailings – class schedule
 - c. Aspects to Address
 - Communicate with staff across campus and at off-campus locations
 - Survey students to learn how to communicate best with the student age groups
 - d. New Ways to Address
 - Package the information in interesting ways for students
2. Data Warehouse
 - a. Aspects to Consider
 - Time and cost to develop
 - Technology needs
 - Way to tell people
 - b. Efforts to Continue
 - Upgrading technology
 - Keep one person as the report requester
 - c. Not Addressed

Data collection across campus

 - Central collection spot
 - d. New Ways
 - Training & development for OTS staff
 - Cost
 - Show the staff what simple reports they can access themselves
3. Strengthen new employee training
 - a. Issues to Consider
 - Time consuming
 - Support for the HR to organize and plan orientation
 - b. Continue

- Continue with new faculty orientation
- c. Address
 - Provide new orientation session for everyone (staff, faculty, administrators)
- d. New Ways to Address
 - Provide handouts for the new employee handbook
 - New orientation sessions for everyone
 - Update orientation materials that exist and put them online (e.g. new org. chart w/ Judy Marwick)

Topic → College initiatives that support-enhance student success.

Major points of discussion:

1. Being of service to each student
 - a. specific advisors
 - b. KCConnect (Reg. and info)
2. Data gathering
 - a. sharing , communicating, implementing
 - b. develop the process for data utilization
3. Continue to support institutional priorities

1. New building

- a. lack of efficient use of the rooms
- b. lack of effective use of front entrance for new students and visitors.
- c. registration process is an “awkward” flow through the new building

Fix/Solve:

- Student services (or other) receptionist in the entry to the WDC building
- Relocate registration and counselors near first floor front entrance

2. Identify support services for students such as, special populations, tutoring, child care, financial aid, career services, transportation, scholarships, physical needs

Solve:

- Direct, clear, marketed communication for student support
- Cover these topics in the orientation process

4. Results of projects are not shared throughout the college

- Not enough communication

Solve:

- Project coordinator share results: e-,ail, Update, invitation to celebrations, discussions in staff meetings, computers in physical plant

1. We do or have initiated data-gathering in critical areas

2. We gather data but do not systematically analyze and use the information

3. Web advisor, web registration behind schedule

Future Initiatives/How to improve

Data gathering (choices 1 and 2)

- Allocation of time and resources to ensure project goal obtainment
- Establishment of central location of what's available and how to obtain it
- Increased collaboration with other entities of the college
- Establish and prioritize data needs for the college
- Formulate decisions to be made from gathered data

Results:

- Increase student retention and success
- Improve student satisfaction
- Improved response time to local, regional, and state entities

3. Web Advisor

Future Initiatives/How to improve:

- Registration
- Enrollment availability (seats remaining in course section)
- Electronic payment
- Electronic advising
- Advisor overrides
- Online syllabi with section expectations
- Market new features

Results

- Positive registration experience
- Increase enrollment from a specific target population
- Ability to change schedule without seeking advisor approval
- Assurance that registration was completed successfully and is accurate

CATEGORY 7

Core Indicators – Need

- No benchmarks
- Compare to other institutions
 - Total
 - By program
 - Obtain data from conferences/other institutions
 - Some data from state
 - Could form consortium

KEY - Definition for effectiveness - KEY

- What is it
- Measure at
 - Academics
 - College level
 - Program

- Graduates
- Community
- Develop list
- Perception by community
- Promotion of P”see us now” (sic)
- Academic stds
- Instructor/classroom accreditation
- “who” measures:
 - Advisory committee
 - Graduates/student evaluations
 - Community
 - Employers
 - State stds

How can KCC Address Issue:

- Definition – develop
- Surveys
- Promotion
- Feedback and follow-up
- Student surveys after 1/2 years after leaving
- Employer feedback
- “What should we be known for”
- Student life
- Bldgs/classrooms
- Student image
- Student service
- Student success rate
- What didn’t the student like about KCC

By measuring effectiveness leads to individual and institutional effectiveness congruence

Data Comparisons

- Don’t “reinvent wheel”
- Measure student success
- Cohort Group (develop) of similar institutions – Demographics
- Measure data on
 - With other institutions
 - Community perceptions – strengths/weaknesses
 - Students
- Benchmarking data
 - Retention

Other

Measure effectiveness by staff

- Change culture/climate
- Does the staff feel good about their selves
- “If staff doesn’t feel good then how can KCC be effective”

- Will the KCC culture allow us (staff and KCC) to be effective
- Institutional effectiveness is governed by the culture – (students, staff, admin)
 - All working together
- Effectiveness is measured by
 - Everyone
 - Total institution
 - Quality
 - Caring

How we collect, analyze and use information gathered to find out if we are doing what works.

Have we made a difference?

Is it measurable/repeatable?

WEAKNESSES

1. Develop Core Indicators for inst.
 - Retention rate
 - Transfer student tracking
 - Successful completion rates
 - Marketing include years of experience
 - Communication within departments
2. Develop data comparison between inst. /entities
 - Measurable objectives shared between staff/faculty as a means for improvement
 - Each department to develop measurement tasks

STRENGTHS

1. New (staff/faculty aware of where/who handles the data) gatekeeper process
 - Given limited resources, its important to avoid duplication of efforts.
 - Data accessible to anyone, opportunity to use existing data/collect new data
2. Align individual obj. with institutional obj.

OPTIONS	HOW	DESIRED RESULTS
Concise marketing of objectives	- posted college wide - circulation of ideas for supporting/furthering AQIP initiatives	- customers are valued -measurable data to report increase in alignment with institutional objectives
Improve Customer Service	- allow feedback internal/external with opport. to mention helpful staff/faculty (promoting initiative) cards/call to assess	
Monthly reports	- reflect alignment with AQIP	

Need to develop core indicators for the institution

- a) Responding to community education and training needs
- b) Track success rates of students after leaving KCC
- c) Employer satisfaction of KCC graduates

Need process descriptions and awareness across the college

There is confusion about what needs process descriptions and awareness across the college means???

CATEGORY 8

1. College is working toward ensuring that faculty, staff and admin. Continue to receive professional development during their employment at KCC.

- Need to consider: money, time, certification requirements
- Need to continue support from the college
- Not addressed: need college support for required certifications
- There is no financial support for support staff

New ways to address issues:

1. Bring more opportunities to the campus rather than send people out.
2. Define career paths for employees.

2. Core functions of the college have not been clearly identified:

- Need a committee to look at what core functions are for other community colleges to help determine what will/can work for KCC
- Revisit mission statement: Does it still include all we need to be considering. Is it current?
- Define the core values. Does everyone campus-wide know what they are? How can people meet and identify if they are unclear what they are?

3. No record of previous measuring and analysis of data.

- Need to have records established
- Determine what types of data need to be measured
- Compare year-to-year info

A. Training

- Annual training needs survey
- Annual training calendar and what other training that may be available
- Training coordinator/contact needed
- Instructor lead training
- Budget for training that must be outsourced (i.e.: IT/Tech training)
- Time allotted for training

B. Communication

- Improved Signage on Entire Campus
 - Student registration
 - Directions
 - Stop signs
 - Buildings labeled with letters
- Communication between departments and staff that are directly affected
 - Student User IDs info should be passed through IT and other departments prior to students getting the info. and an easier process for new students
- Decisions communicated from Top – Down (cabinet – down)
- Overall Lack of Communication
- Web page link to all college forms including intercampus forms/templates
- Single point of entry for all web based – (i.e. WebCT, KCCConnect, etc.)

- More networking between departments
- Announcement of accomplishments (valuing people)

C. Processes

1. Budget Review

- too long, too defensive
- all levels within departments need to be included in the process

2. Registration Process

- not student friendly
- takes too long
- too many pre-reqs.
- Better signage for directions
- Streamline the process for students'

3. Scheduling an event form/process

- Incorporate space to write specific comments
- Let people know that it exists (adjuncts, too)
- Let users comment on how to update form
- Make it a web form

1. College is working toward ensuring faculty, staff and administrators continue to...

- Better funding of professional development
- Travel reimbursement below government standards
- Ensure professional development is part of the support staff evaluation
- There should be individual prof. development as well as for that division
- Internal training should be utilized (use of internal sources for professional development)
- External professional development brings in new ideas
- Faculty should have offices with others in the same discipline

2. Core functions of the college have not been clearly identified

- How does our daily operation address AQIP?
- Core functions
 - Baccalaureate Education
 - Vocational Education
 - Adult Basic Education
 - Workforce Development
 - Grant
- Should relate AQIP goals to core functions

3. Merging of campus master plan with AQIP process

CATEGORY 9

1. Need for collaborative relationships between KCC and peer colleges to compare data and look for needed areas of improvement.

- Use existing data/benchmarks – ICCB data and characteristics
- Model other colleges "Best Practices" in responding rapidly to needs of business and industry

- Utilize other institutions' successful ideas to increase enrollment and enhance retention

Results

1. Increased enrollment and retention
 2. Meeting training needs of area employers
2. The college utilizes feedback from the key collaborative relationships to develop new programs and to meet the changing needs of the community employers and workforce.
 - Establish process for continuous feedback from community
 - Focus groups – chamber
 - Meet with area leaders – EDA, Planners, WIB
 - Surveys

Results:

New programs to meet community needs
 Better prepared workforce
 Proactive measures in place to anticipate needs of the community

3. Greater need for development of internal collaborative relationships between employees and students.
 - Continuing development of KCCConnect
 - Student testing and feedback on system
 - Student (e)newspaper
 - Enhanced communication to/from students
 - Web
 - E-mail
 - Video messaging
 - Radio station
 - Student forums
 - Student satisfaction survey

Results:

Increased retention and student satisfaction

1. Community views KCC as a valuable resource
 - a. Marketing (more) ex: with parents
 market the skills of faculty
 honor staff (beyond recognition dinner)
 - b. Continue with H.S. marketing, but need more
 emphasize faculty more
 sponsor a KCC radio/t.v. show
 - c. Need more public events on campus
 recognize community achievements by individuals
 recognize community achievements by KCC staff
 "I am KCC" – focus on an employee such as in full page ad
 extend marketing beyond immediate area

2. The college utilizes feedback from the key collaborative relationships to develop new programs and to meet the changing needs of the community employers and workforce
 - a. recruiting advisory committees
 - b. continue well-planned strategic conversations with people who will provide feedback on needs
Familiarize ourselves with community business websites
 - c. need for collaborative relationships with other colleges
study labor market data (labor market statistics)
 - c. bring in guest lecturers from community

3. Need for collaborative relationships between KCC and peer colleges to compare data and look for needed areas of improvement.
 - a. "historical walls" create an historical presentation of KCC and other colleges
bring in staff from other colleges to visit, and we should go on visitations
 - b./c. Collect data
 - d. Provide cooperative teaching with other schools
Encourage participation with statewide comparable curriculum/leaders/staff members (state educational curriculum assoc. for education faculty and leadership department chairs)

Strength: Vocational programs utilize the external relationships in building stronger programs through advisory committees.

How to Improve:

1. Committee existing information to all staff/participating external relations
2. Advisory Committees...
 - How many do we have?
 - How often do they meet?
3. What assessment tool are we using to assess how well we are doing?

Strengths: The college utilizes feedback from key collaborative relationships to develop new programs...

How to improve:

1. Identify/clarify where feedback comes from
2. Communicate the who, what, where, when, why and how.
3. What assessment tool was used to determine this as a strength?
4. Feedback on needs...then if met
5. (link) area on KCC.edu where community needs can be voiced and heard and evaluated with identifiers: employer, student, or community at large

Weakness – Greater need for development of internal collaborative relationships between employees and students.

How to improve:

1. Accessibility/Clarity (i.e. handbook for program requirement) (see #3)
2. Continue to improve specialized advisors (i.e. health career)
3. Be more available – have practical office hours – advisement hours flexible to adult learners at noc or Saturday.
4. Career track program to be offered regularly
5. Mandatory student (all) orientation. (1 Adult, 1 teen(out of H.S.))