

AQIP SYSTEM PORTFOLIO – Reflections

Please Note: Number in () indicates multiple responses to that specific category/process

Which category or process marks KCC's greatest success?

Student-Centric

- Category 1 – Helping students learn (29)
- Category 1 – Helping students learn (faculty development, teaching and learning, model classroom, advising and registration)
- Putting master syllabus online – easier access
- The expanded services that are now available to students.
- Improving classrooms.
- Advising/technology (2)
- Student and faculty happiness
- Category 6 – we have greatly improved how we serve students.
- Great improvement in diversity of student activities
- Grants and scholarship programs.

Online and Technology

- Category 1 – technology in classrooms
- State of the art technology for staff, faculty and students.
- Technology investment (4)
- Technology improvements – online courses; model classrooms
- Online courses
- On-line registration
- On-line leadership/technology (WebCT, online classes, Datatel, orientation, website, smart classrooms, etc.)
- Category 6 – KCCConnect
- WebAdvisor
- Upgrading technology—website, voicemail, email (2)
- ITS
- Faculty access to interlibrary loan system.

Teaching and Learning

- Teaching and learning, particularly in the area of use of technology, i.e. development of WebCT courses.
- Teaching and learning
- Improving teaching – learning; new employee/faculty training/education
- Inservice breakout sessions!
- Faculty development (3)
- New faculty orientation and development program
- Best practices – sharing of information
- Training/development activities
- Achieving a higher level of professional development programs.

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Recruitment

- Category 3 – recruitment – 27.2% goal (5)
- Category 3 – understanding student and other stakeholder needs (2)
- Dramatic increase in recruiting the high school age students and integrating that into the college.
- High school recruitment
- Reaching the high school market goals
- Increasing our enrollment. Not only did we increase the number of enrolled students, we beat our target percentage. Now if we continue this good work and succeed in retention, this college will flourish for years to come.
- Getting more advertising in the Hispanic community.
- Improving the college and students and to the public

Valuing People

- Increased professional development programs.
 - Valuing people (4)
 - Increased health benefits – This will attract better qualified teachers and employees.
 - Started more communication initiatives across campus. We need more follow-through.
 - Not getting us the wages we deserve.
 - Reasonable family health insurance
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- Identifying weak areas, outlying current/past practices and developing and implementing strategies have proven effective in this AQIP process. Good job!
 - The system portfolio is done.
 - Adapting AQIP! Putting together a system portfolio
 - Thorough documentation and development of systems portfolio
 - Supporting institutional operations
 - Category 7 – Planning Continuous Improvement
 - Engrafting the concept of AQIP in the institution.
 - Developing goals for academic improvements
 - The planning process for this project.
 - AQIP teamwork
 - Finally following through with a program to achieve accreditation;
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- The new Workforce Development Center (3)
 - I can't say since I'm just learning we had this. Ask others and they didn't know—why?

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Which category or process represents an area where we still need to make significant improvements?

- Category 1 – assessment, model classroom, master syllabus
- Continue to improve student learning; support outcomes assessment development by providing focused time for staff to develop these techniques, documents, etc.
- Establishing a strong process for assessment at the class and course levels.
- More sites, such as Manteno or other areas.

- Recruitment – we may have improved on the high school market, but we need to boost the adult market and the GED market. There is lots of room to increase enrollment.
- Recruitment and retention; we need to offer more choices of classes for students.
- Retention
- Enrollment
- Focus enrollment management efforts on student recruitment and retention.

- Category 3 – Understanding student and other stakeholder needs (2)
- Seeking and using stakeholder’s knowledge before decisions are made.
- Climate needs to be regulated!

- Category 4 – Valuing people (24)
- Valuing people – pay faculty market value & 100% for labs; act like you care.
- Valuing people – consistency in supervision. How can some people take 25-30 minutes break every day/twice a day, while others have so much work they can’t even get bathroom breaks?
- Valuing people – areas predominantly involve support and/or administration; recent climate survey included faculty.
- Valuing people – need recognition for all employees—full-time and part-time. Part-time employees don’t even receive climate surveys!
- Valuing people – work on communications to all staff
- Valuing people (education and experience for all staff)
- Valuing people – providing for their input in decision-making process
- Valuing people—all people, not just faculty!
- Staff recognition program (other than fall dinner paid by board)
- Recognition of all staff categories.
- Recognition and advancement for employees.
- We need to recognize the accomplishments of all employees—part-time and full-time. All of part-time employees have been very loyal employees.
- The way we treat our employees.
- Give big raises.
- I think the climate survey answered that question.
- Identifying where issues are that reflect negative attitudes toward individuals.
- Listen--think--discuss--encourage continued development of faculty and staff.
- Hiring people to focus specifically/solely on the big initiatives, Spreading everyone “thinner” to accomplish duties, outside of the realm duties for which they were hired, hurts the process, the service provided to students and the staff member.

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- Category 5 – Leading and communicating (7)
- Communication (3)
- Intradepartmental communication and trust
- Better communication about even having a portfolio to submit things. Why are we first finding out about it now?
- Inter-department understanding. More information discussions, instead of finding out after the fact. Especially if it reflects on a particular person's job and knowledge they need to be aware of for answers to students and outside phone inquiries.
- College-wide support and trust

- Category 6 – supporting institutional operations (3)
- Category 6 – 75% of my students in Fall 2005 did not know that they needed student IDs. Need more thorough counseling and registration process; more course knowledge personnel.

- Advising and registration
- Real advisors for better course registrations
- Student Services should be moved to first floor.
- Student advisement – make sure classes are available each semester before drawing up their one or two-year plans.

- Networking to the community—job shadowing, job placement of graduates

- Strategic planning

- Supportive staff needs to realize that this affects them as well. If they start to contribute more, and faculty and administration start to listen to them more, the project will run much more smoothly with everyone feeling valued.

Tracking data (including comparison data reports)

- Data management and consistency
- Data collection

- Category 8 – institutional effectiveness

- Category 9 – Building relationships. We need to find ways to improve internal relations, as evidenced by the climate survey.
- Category 9 - Building relationships.

Additional Comments:

Sometimes I sense that the institution (I know this is very general) acts as though a veteran teacher doesn't know what he is about. Many so-called new ideas have been presented to me as though I've never heard of these ideas, or as though, of course, you who have taught in this back water aren't current in your field. As if I don't read! Some so-called new classroom ideas presented to me as bold innovations I've used (and discarded) almost 20 years ago.

What does AQIP do? Do they just do surveys and think up stuff for the college to do?

Machines are only as good as the people using them.

Student recreation lounge.

I believe that the college and its students should be put first.

I really feel the opportunity for advancement should be dependent on experience and job production, not on job name!

Lot of improvement has been made, but results of the climate survey may have thrown up issues for further consideration.

I think in "valuing" people, more advancement from within and also in not eliminating people!

Show employees they are valued through action vs. words. Adequate, fair compensation; better benefits related to family coverage, dental, and vision; clearly defined career path, training (internal as well as external); and other measures that can achieve this objective.

Little communication between administration and faculty.

Considering how I feel most days, Category 4 is non-existent.