

# The Higher Learning Commission Action Project Directory

## Columbus State Community College

Project Details	
<b>Title</b> Identifying Available Data Sources at CSCC	<b>Status</b> COMPLETED
<b>Category</b> 7-Measuring Effectiveness	<b>Updated</b> 09-12-2008
<b>Timeline</b>	<b>Reviewed</b> 09-30-2008
<b>Planned Project Kickoff</b> 06-01-2007	<b>Created</b> 11-24-2009
<b>Actual Completion</b>	<b>Version</b> 1

### 1: Project Goal

**A:** As a result of this project, the College will have a compilation of the available data resources, managed or used by CSCC employees that are accessible for decision making. By identifying existing data resources, the College takes the first step toward a greater goal of making data-informed decisions.

### 2: Reasons For Project

**A:** The College has numerous reasons for making data-informed decisions including state funding and assessment of student learning outcomes as well as enrollment and retention. Making data-informed decisions will become the standard practice when more employees are aware of data resources and know how to access and interpret data. Taking this first step of identifying data sources currently available at the College moves the project forward. It is a logical starting point that will drive future segments of the overall project.

### 3: Organizational Areas Affected

**A:** All areas of the College will be affected by this Action Project.

### 4: Key Organizational Process(es)

**A:** This project will increase, improve, and enhance the College's data-informed decision-making process for strategic planning and budgeting.

### 5: Project Time Frame Rationale

**A:** Six months is ample time to create and distribute a collection tool, receive information, and compile the results. The time period crosses over Summer and Autumn Quarters, giving time to develop the collection tool while the campus is quieter but distribute it and obtain results when all employees are working. The following timeline provides mileposts. June 2007 Draft collection tool July 2007 Test collection tool; make necessary changes Aug 2007 Design and prepare distribution system Sept 2007 Distribute collection tool with deadline for return Oct 2007 Distribute reminder for collection tool completion and return Nov 2007 Compile collection tool data

### 6: Project Success Monitoring

**A:** Progress on the return rate of collection tools will be posted on the College's AQIP web site. Prompts to complete the collection tool will take the form of emails or reminder phone calls. The annual college-wide In-service Day in October will provide an opportunity for a status report.

### 7: Project Outcome Measures

**A:** Success can be monitored in three ways. First, the implementation of the project can be measured against the timeline to determine if activities were initiated as planned. The second measure is the actual percentages of collection tools completed and returned against the percentages projected for successful outcomes. Finally, the third measure is organizational coverage; did all units return

information or was there a high return rate from only a few?

## 8: Other Information

A: We will report regularly the project's progress on the Columbus State Community College AQIP website.

## Project Update

### 1: Project Accomplishments and Status

A: Over the past year, the Action Project team defined key definitions, created a decision-making flow chart, and used cause and effect diagrams to determine the next steps in improving college data collection processes. Additionally, the team designed a collection tool that would standardize a process and set a baseline of current data and information used at the college. The team implemented a data gathering process in one division of the college and is currently in the process of collecting data from the remaining divisions. The data collected will be sorted into a Pareto chart to help the college better visualize the sources of data and information resources used. The team will report to the campus June 2009.

### 2: Institution Involvement

A: The formulation of the project involved over 50 people from a variety of departments and levels within the college through a series of conversations. The project was defined by an iterative process which included external feedback from other AQIP institutions and AQIP/HLC staff. The Action Project results were shaped by faculty, staff and administrators from five different departments and four divisions of the college in gathering data for this project. Additionally, the seven members of the President's cabinet and the 18 members of AQIP Steering Committee provided input.

### 3: Next Steps

A: Our next planned steps for this Action Project will require that we present our data collection tool to the remaining departments on campus and collect information about the data resources employees use to complete their jobs. From the information gathered, the team will compile a comprehensive data resource list, define a process to collect and maintain this list, and develop processes and measures that will establish the effectiveness of our list of these data resources. The team will also make recommendations on how to best engraft the data collection processes within the college and establish a feedback loop with other departments and/or committees on campus that are working on projects that align with this project, such as Document Management Project.

### 4: Resulting Effective Practices

A: The most effective practice that has been adopted as a result of this project is that action project teams are not required to submit their survey questions to the college AQIP Steering Committee for review. The college AQIP Steering Committee is now ensuring that any survey type items have been reviewed and approved through the Internal Review Board, which is a separate and aligned college committee.

### 5: Project Challenges

A: The biggest challenge facing this team going forward is scheduling presentations with the remaining departments on campus during their non-heavy student service times and staying within the project timeline. Another challenge is establishing the most effective manner to engraft the maintenance up-keep of our data resource list to ensure the items are current and relevant to the work employees perform.

### 6: AQIP Involvement

A:

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## Update Review

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### 1: Project Accomplishments and Status

**A:** Your institution demonstrates a dedication to continuously advance itself through its project for identifying existing data resources and using data to drive participative decision making. Evidence of limited progress toward accomplishment of overall goals is evident and efforts to plan, design, and implement a decision-making program exist. Progress on the implementation and sustainability of this project is slow. Continuous quality improvement relies on incremental change and progress. Capitalize on the processes that have been organized for this project that have been successful in forming the structure for collecting data. Identify the changing needs of your institution as you work through your challenges and plan for future progress of implementing a data decision-making program.

### 2: Institution Involvement

**A:** Clearly the broad-based college-wide and AQIP participation in this ambitious project demonstrates your institution's support for a quality data-driven culture. This project also aligns well with Category Eight, Planning Continuous Improvement. This is a strong culture of support for using data to drive participative decision making in fostering student learning. The institution is making progress in establishing a structure for supporting the use of data-driven decision making and is slowly addressing the use of collecting data to make decisions.

### 3: Next Steps

**A:** Institutions such as yours that are dedicated to informing and improving student learning through data-driven decision making processes demonstrate the importance of a systems-dependent culture. Your institution has developed good planning and implementation processes and is making progress on this meaningful project.

### 4: Resulting Effective Practices

**A:** This assessment project for developing a comprehensive data-decision making program to inform and improve student learning is valuable and one that the institution might wish to share with other institutions.

### 5: Project Challenges

**A:** The institution has made some progress on this project and is well positioned to accomplish its significant goals of implementing a data decision-making program to measure effectiveness and improve student learning.

### 6: AQIP Involvement

**A:** 9746