

Procedures Manual



2008-2009

Office of Institutional Planning and Assessment

Procedures Manual
for the
Office of the SACS Accreditation Liaison
and Institutional Planning and Assessment

2008-2009



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Rainsville, Alabama

Reserved

NORTHEAST ALABAMA COMMUNITY COLLEGE

Mission Statement

The mission of Northeast Alabama Community College is to provide accessible quality educational opportunities, promote economic growth, and enhance the quality of life for the people of Alabama.

Goals

To accomplish the mission, Northeast Alabama Community College has established the following goals or intended results:

1. An “open door” admission policy which insures nondiscriminatory educational opportunities for individuals of all races, creeds, colors, national origins, genders, ages, disabilities, or social groups.
2. General education at the freshman and sophomore levels that prepares students to continue their education through transfer.
3. Courses in transfer and career programs that are available, accessible, and affordable to students.
4. Instruction leading to the attainment of specified learning outcomes which help assure student preparedness for transfer and/or the workforce.
5. Recruitment and retention of qualified personnel who are afforded professional development opportunities and institutional support needed to provide quality postsecondary education.
6. Developmental education which assists individuals who need to improve their basic learning skills and supports individuals lacking college preparatory backgrounds.
7. Technical, vocational, and career education programs that prepare students for employment in occupational fields and which lead to certificates, associate degrees, or institutional awards.
8. Training that meets the specific educational needs of businesses, industries, community organizations, and governmental agencies.
9. Student services which assist individuals to formulate and achieve career, educational and personal goals through counseling and academic advisement services and provide opportunities to participate in social and cultural activities.
10. Community services which support personal growth, cultural enrichment, and societal activities; provide access to college facilities for community activities; and promote community, social, and economic improvement.
11. Procurement and administration of financial resources in an effective manner.
12. Provision for and maintenance of a physical plant with instructional facilities and technology suitable for all the institution’s programs and services.

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Purpose

The primary purpose of the Office of the SACS Accreditation Liaison and Institutional Planning and Assessment is to coordinate accreditation processes related to the Commission on Colleges of the Southern Association of Colleges and Schools and to conduct institutional planning and assessment that will assist and guide NACC personnel in fulfilling the mission of the college.

Organization

The Office of the SACS Accreditation Liaison and Institutional Planning and Assessment reports to the President of the institution. The Office has two full-time staff members.

Responsibilities

- Coordination of efforts to ensure ongoing compliance with the standards, policies, and procedures of the Commission on Colleges of the Southern Association of Colleges and Schools (SACS)
- Coordination of annual institutional management plan
- Coordination of assessment of institutional effectiveness
- Coordination of evaluation of personnel
- Assistance with curriculum design and planning
- Coordination of committee assignments
- Institutional research
- Management of office web pages to ensure accessibility of planning and assessment forms and publications
- Management of personnel leave records
- Management of time-keeping software and records for appropriate personnel
- Compilation and publication of Faculty and Staff Handbook
- Coordination of Title VI of the Civil Rights Act of 1964 as pertains to concerns about race, color, religion, sex, or national origin
- Coordination of Title IX of the Educational Amendments of 1972 as pertains to concerns about gender

Publications

Title	Date	Description	Print Distribution*
Institutional Management Plan	Fall	Institutional vision and plan for management and enhancement of college mission	Institutional Management and Planning Committee, Institutional Effectiveness Committee
Fact Book	Spring	Compilation of information about the college and its students based upon current and historical data	Institutional Management Committee, Institutional Effectiveness Committee, NACC Advisory Board, NACC Foundation, local superintendents of education, chambers of commerce, economic development authorities, newspapers
Unit Goals, Evaluation, Use of Results	Summer	Compilation of purpose statements, annual goals, evaluation of goals, and application of evaluation results for improvement for each administrative, curricular, and educational support unit	Full-time personnel
Information on Fulfillment of the Mission	Summer	Analysis of college success in fulfilling each of the stated goals of the college mission	Institutional Management and Planning Committee, Institutional Effectiveness Committee
Faculty and Staff Handbook	Every two years**	Compilation of college information, policies, and procedures	Administrative, curricular, and educational support offices
The Student Learning Outcomes Course Review Process	Revised as needed	Summary of procedure for the evaluation and improvement of course effectiveness in relation to general education and program learning outcomes	Deans, division chairs/directors, and program supervisors

* Available online to all personnel, students, and the general public. Print copies available upon request.

** Online version may be updated on an as-needed basis.

Annual Reports

Title	Date	Description	Print Distribution
Online Student Retention and Success	Fall	Retention and success data for students enrolled in online courses for the previous three academic years	President, deans, division chairs/directors
Professional Activities	Fall	Summary of professional development, publications and/or presentations, and community service activities of personnel for previous academic year	Available online
Retention Rates of Cohort Years from One Fall Semester to the Next (Developmental Studies Program)	Fall	Retention data for students enrolled in developmental courses during fall semester	Coordinator, Developmental Studies Program
Summary of Evaluation of Instruction & Online Instruction for Fall	Spring	Summary of evaluation results w/o identification of instructor information	Deans and division chairs/directors
Institutional Profile for General Information and Enrollment Data	Spring	General college information and fall semester enrollment data (prepared by MIS office)	SACS Commission on Colleges and college President
Alumni Survey	Summer	Perceptions of graduates and certificate achievers one year following completion of studies	Full-time personnel*
Institutional Financial Profile and Indicators	Summer	Financial information as submitted in IPEDS Finance Form as well as audited financial statements (prepared by Dean of Administrative Services)	SACS Commission on Colleges, President, and Dean of Administrative Services

* Available online to all personnel, students, and the general public.
Print copies available upon request.

Surveys

Title	Date	Target	Distribution of Results
Evaluation of Academic Advising	Fall	Student cross-section	Advisor and supervisor
Evaluation of Instruction	Fall*	Students enrolled in traditional courses	Instructor and supervisor
Evaluation of Online Instruction	Fall*	Students enrolled in online courses	Instructor and supervisor
Committee Preferences	Fall	Full-time Faculty	President
Math Lab Evaluation	Fall Spring Summer	Students enrolled in math lab courses: MAH 101/MTH 91,98,100,116	Chair, Math and Science Division
Developmental Student Satisfaction Survey	Fall Spring Summer	Student enrolled in any developmental course(s)	Coordinator, Developmental Studies Program
Tutor Program—Evaluation by Clients	Fall Spring Summer	Students using services of tutor program coordinated by the Center for College Success	Coordinator, Developmental Studies Program
Tutor Self Evaluation	Fall Spring Summer	Tutors for the Center for College Success	Coordinator, Developmental Studies Program
Learning Community Survey	Fall Spring	Students enrolled in any learning community	Coordinator, Developmental Studies Program
Evaluation of Inservice Professional Development Activities	Spring	Personnel participating in NACC inservice activities	Chair, Professional Development Committee
Learning Resources Center (LRC) Survey of Employee Satisfaction	Spring	All personnel	Director, LRC
LRC Survey of Student Satisfaction	Spring	Student cross section	Director, LRC
LRC Community Survey	Spring	Community members who have used the LRC during current academic year	Director, LRC
Survey of Student Satisfaction: Campus Services & Facilities	Spring	Student cross section	Administrators and division chairs/directors
Alumni Survey	Summer	Graduates and certificate completers of prior academic year	All personnel

* Evaluations for instructors newly employed for spring or summer semesters are administered during the first semester of employment.

Staff Procedures

SACS Accreditation Liaison and Director of Institutional Planning and Assessment

The primary function of this position is to serve as the Accreditation Liaison to the Commission on Colleges of the Southern Association of Colleges and Schools and to conduct institutional planning and assessment that will assist and guide NACC personnel in fulfilling the mission of the college.

Coordination of efforts to ensure ongoing compliance with the standards, policies, and procedures of the Commission on Colleges of the Southern Association of Colleges and Schools (SACS)

- Serve as contact person for the Commission.
- Attend the Commission annual meeting and training programs.
- Communicate Commission policies and procedures as needed to administration, faculty, and staff.
- Ensure that accreditation requirements are incorporated into the planning and evaluation process of the college.
- Notify the Commission of substantive changes and program developments.
- Coordinate the preparation of annual profiles and other reports upon request of the Commission.
- Coordinate reaffirmation of accreditation and fifth-year report processes.
- Review credentials of applicants for adjunct faculty positions to ensure compliance with Commission standards.

Coordination of annual institutional management plan

- Compile and publish *Information on Fulfillment of the Mission*—distribute prior to first planning meeting of Institutional Management & Planning (IMP) Committee.
- Make assignments to members of the IMP Committee for *Institutional Management Plan*.
- Compile, publish, and distribute *Institutional Management Plan*.

Coordination of assessment of institutional effectiveness

- Coordinate the unit goals process.
 - Ensure that purpose statement and annual goals of each administrative, curricular, and educational support unit further the mission and goals of the college.
 - Review the evaluations of goals and the resulting plans for improvement.
 - Compile, publish, and distribute *Unit Goals, Evaluation, Use of Results*.

Staff Procedures

(continued)

- Coordinate the course review process for the evaluation of general education and program learning outcomes.
 - Maintain course review schedule.
 - Revise *The Student Learning Outcomes Course Review Process* procedures manual as needed.
 - Review division chair and program supervisor reports.
 - Compile annual report of student attainment of stated outcomes.
- Coordinate the review of degree and certificate programs (20% of programs reviewed annually).
 - Maintain program review schedule.
 - Distribute instructions for course reviews and consult as needed during review process.
- Administer the annual Collegiate Assessment of Academic Proficiency (CAAP) exams and report results to administration and faculty.
- Coordinate administration of annual *Alumni Survey*.
 - Revise survey content as needed.
 - Compile results and compose executive summary of results.
 - Publish and distribute report.
- Compile, publish, and distribute *Information on Fulfillment of the Mission*.
- Coordinate administration of annual *Survey of Student Satisfaction: Campus Services & Facilities*.
 - Revise survey content as needed.
 - Compile results.
 - Publish and distribute report.
- Supervise administration of annual LRC surveys.
 - *LRC Survey of Employee Satisfaction*
 - *LRC Survey of Student Satisfaction*
 - *LRC Community Survey*

Staff Procedures (continued)

- Supervise administration of semestral surveys for Developmental Studies Program.
 - *Math Lab Evaluation*
 - *Developmental Student Satisfaction Survey*
 - *Tutor Program—Evaluation by Clients*
 - *Tutor Self Evaluation*
 - *Learning Community Survey*
- Supervise administration of *Evaluation of Inservice Professional Development Activities*.
- Manage reports of professional activities of personnel
 - Professional development
 - Presentations and publications
 - Community service
- Maintain list of community service events sponsored/facilitated by the college.

Coordination of evaluation of personnel

- Maintain Faculty Self-evaluation Form, making available to instructors in both electronic and print form.
- Supervise preparation and distribution of assessment instruments and reporting of results to instructors and supervisors.
 - Evaluation of Academic Advising
 - Evaluation of Instruction
 - Evaluation of Online Instruction
- Maintain forms for Annual Evaluation of Personnel by Supervisor.
 - *Evaluation: Administrators/Division Chairs/Professional Staff*
 - *Evaluation: Classified Support Staff*
 - *Form and Criteria for Evaluation of Faculty Member*
- Distribute inputable forms to supervisors and communicate instructions for completion of annual evaluation conferences.

Staff Procedures (continued)

Assistance with curriculum design and planning

- Prepare analysis of semester class schedule draft of core courses for deans and division chairs.
 - By academic area and beginning class time (online classes by area)
 - By beginning class time

Coordination of committee assignments

- Administer faculty preference surveys and submit results to the President.
- Compile list of committee assignments following consultation with the President.
- Distribute assignments to individual personnel via memo.

Institutional research

- Compile and report institutional data in annual *Fact Book*. Publish and distribute.
- Collect and maintain data for comparative analyses.
- Assist administrators, division chairs, and faculty with special requests for data and/or the design of survey instruments.
- Coordinate the collection of data for select reports required by the Department of Postsecondary Education.
 - College Accountability Performance Profile (CAPP)
 - Facilities Inventory
 - Fiscal Year Formula Input Data
- Complete annual external surveys.
 - American College Testing Institutional Data Questionnaire
 - Peterson's Guide to Colleges
 - Thomson Peterson's Annual Tuition Update

Management of office web pages to ensure accessibility of Commission reports and planning and assessment forms and publications

- Supervise administration of web pages.

Management of personnel leave records

N/A

Staff Procedures
(continued)

Management of time-keeping software and records for appropriate personnel

N/A

Compilation and publication of Faculty and Staff Handbook

- Maintain files of changes in college information, policies, and procedures.
- Coordinate revision of Handbook.
- Supervise publication and distribution of revised Handbook.

Coordination of Title VI of the Civil Rights Act of 1964 as pertains to concerns about race, color, religion, sex, or national origin

- Coordinate college efforts to comply with and carry out responsibilities under Title VI.
- Coordinate activities as required by the college grievance procedure.

Coordination of Title IX of the Educational Amendments of 1972 as pertains to concerns about gender

- Coordinate college efforts to comply with and carry out responsibilities under Title IX.
- Coordinate activities as required by the college grievance procedure.

Staff Procedures (continued)

Secretary to the SACS Accreditation Liaison and Director of Institutional Planning and Assessment

The primary function of this position is to provide secretarial support to all functions of the Office of the SACS Accreditation Liaison and Director of Institutional Planning and Assessment.

Manage record-keeping system and maintain appropriate records.

- File print copies of documents such as memos, letters, purchase orders/requests, publications, reports, etc.
- Maintain and archive electronic records of publications, reports, memos, budget-related information, etc.

Prepare reports for the Commission on Colleges.

- Compile and format information presented for reports to the Commission.
- Build and maintain web pages to support the online accessibility of reports to the Commission.

Conduct institutional effectiveness surveys.

- Build, scan, and analyze print surveys/evaluations using eListen software.
- Build, post, and analyze online surveys using eListen or Microsoft FrontPage software.
- Distribute results to appropriate individuals.

Perform research operations and compile information for reports and publications.

- Perform queries to obtain data from the NACC ACCESS/400 database.
- Analyze data.
- Organize information submitted by administrative, curricular, and educational support offices.
- Format, print, and bind reports and publications.

Coordinate the Evaluation of Academic Advising process.

- Determine class sections to be surveyed in order to ensure a valid cross section of students.
- Build and print *Evaluation of Academic Advising* survey forms.
- Distribute evaluation forms to instructors.
- Collect and scan evaluation forms.
- Analyze data and print reports.
- Distribute reports to individual advisors and provide copies to immediate supervisors.

Staff Procedures (continued)

Coordinate the Evaluation of Instruction process.

- Generate list of instructors to receive *Evaluation of Instruction* and/or *Evaluation of Online Instruction* survey forms.
- Determine the number of students enrolled in each of the instructors' courses.
- Build and print *Evaluation of Instruction* and *Evaluation of Online Instruction* survey forms.
- Distribute evaluation forms to instructors.
- Build and deploy *Evaluation of Online Instruction* surveys online for instructors not administering final exams on campus.
- Collect and scan evaluation forms.
- Analyze data and print reports.
- Distribute reports to individual instructors and provide copies to immediate supervisors.
- Compile summary report for distribution to deans and division chairs/directors.

Implement and maintain office web pages.

- Update web pages to reflect current information.
- Create new web pages as needed.
- Post SACS reports and documentation.
- Post new and/or updated publications and maintain publication archives.
- Maintain forms posted online for use of personnel.
- Post minutes for the following committees: Curriculum, Student Learning Outcomes, Student Learning Outcomes (Technical), Developmental Studies/QEP Development. Others upon request.
- Post syllabi for all divisions.

Serve as the custodian of leave records.

- Post earned leave to employee records in ACCESS/400 database.
- Enter Employee Leave Requests into ACCESS/400 & Excel backup.
- Maintain Employee Leave Requests in personnel files.
- Check leave balances in ACCESS/400 against leave balances in Excel file.
- Print Sick Leave Bank report for distribution to the Business Office and to the Sick Leave Bank Committee chair.
- Generate Certification of Leave memos for Business Office upon request.
- Serve as a resource person to the Sick Leave Bank Committee, providing guidance upon request.
- Orient new employees to leave procedures and basic functions of the Office of Institutional Planning and Assessment.

Staff Procedures

(continued)

Manage time-keeping software and records for non-exempt personnel, tutors, and other employees as required.

- Monitor time entries for personnel required to use TimeClock Plus.
- Generate weekly time reports for non-exempt personnel and other employees as required.
- Alert non-exempt employees of the time they should clock out in order to complete their 40-hour work week.
- Generate monthly time reports for tutors.

Serve as secretary, as assigned, to various committees.

- Record minutes for the following committees: Curriculum, Distance Education, Institutional Management and Planning, and Institutional Effectiveness. Others upon request.
- Compile and distribute minutes to committee chairs.

Current Staff

SACS Accreditation Liaison and Director of Institutional Planning and Assessment

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Secretary to the SACS Accreditation Liaison and Director of Institutional Planning and Assessment

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Professional Memberships

- Alabama Association for Institutional Research
- Southeastern Association for Community College Research
- Southern Association for Institutional Research

The Office is located in Suite 121 of the Wallace Administration Building.
Website: www.nacc.edu/assessment.

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