

# Procedures Manual



*Office of Institutional Planning and Assessment*

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



Brad Fricks, Director  
Lynde Mann, Secretary

*Northeast Alabama Community College*  
Rainsville, Alabama

Reserved

## *Northwest Alabama Community College*

### **Mission Statement**

The mission of Northwest 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, Northwest Alabama Community College has established the following goals or intended results:

1. An “open door” admission policy which insures nondiscriminatory educational opportunities for individuals regardless of race, color, disability, sex, religion, creed, national origin, or age.
2. Available, accessible, and affordable courses that provide quality instruction in general education at the freshman and sophomore levels that lead to the attainment of specified learning outcomes, associate degrees, and transfer to senior institutions.
3. Available, accessible, and affordable courses that provide quality instruction in career and technical programs that lead to the attainment of specified learning outcomes, certificates, associate degrees, or institutional awards, and employment in the field of study.
4. Developmental and adult basic education which assists individuals who need to improve their basic learning skills and supports individuals lacking college preparatory backgrounds.
5. 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.
6. Recruitment and retention of qualified personnel who are afforded professional development opportunities and institutional support needed to provide quality postsecondary education.
7. Services and training specifically designed and delivered to meet the needs of local business, industry, community organizations, and governmental agencies.
8. 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.
9. Procurement and administration of financial resources in an effective manner.
10. Provision for and maintenance of a physical plant with instructional facilities and technology which provide a safe learning environment and are suitable for all the institution’s programs and services.

Reserved

### **Purpose**

The primary purpose of the Office of Institutional Planning and Assessment and the SACS Accreditation Liaison is to coordinate accreditation processes related to the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) 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 Institutional Planning and Assessment and the SACS Accreditation Liaison 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 SACSCOC
- 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 forms and publications for planning and assessment
- Management of personnel leave records
- Management of time-keeping software and records for appropriate personnel
- Compilation and publication of Faculty and Staff Handbook

**Publications**

| <b>Title</b>  | <b>Date</b> | <b>Description</b>  | <b>Print Distribution</b>   |
|---|-------------|---|---|
| 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 stakeholders |
| 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 | Administrative, curricular, and educational support offices   |
| Information on Fulfillment of the Directive Goals             | Summer      | Analysis of college success in fulfilling each of the directive goals   | Institutional Management and Planning Committee, Institutional Effectiveness Committee  |
| 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  |
| Supervisory Procedures: Institutional Planning and Assessment | Summer      | Compilation of institutional effectiveness activities to be completed at the beginning of the academic year   | Deans, division directors, program supervisors  |
| Faculty and Staff Handbook                                    | As needed   | Compilation of college information, policies, and procedures  | Available online  |
| The Student Learning Outcomes Course Review Process           | As needed   | Summary of procedure for the evaluation and improvement of course effectiveness in relation to general education and program learning outcomes  | Deans, division directors, program supervisors  |

Note: Publications are available online to all personnel, students, and the general public, with print copies available upon request.

### Reports

| Title  | Date          | Description   | Print Distribution  |
|--|---------------|---|---|
| Professional Activities  | Fall          | Summary of professional development, publications and/or presentations, and community service activities of personnel for previous academic year  | Available online  |
| Developmental Studies Persistence Report   | Fall          | Retention data for students enrolled in developmental courses during fall semester  | Developmental Studies Program Director, English and Fine Arts Division Director, Mathematics Division Director, Vice President/Dean of Instruction, Dean of Student Services, Developmental Studies Committee |
| Completion of 15-30-45 Semester-hour Benchmarks within Five Semesters                    | Fall          | Retention and success data for students enrolled in developmental courses   | Developmental Studies Program Director, English and Fine Arts Division Director, Mathematics Division Director, Vice President/Dean of Instruction, Dean of Student Services, Developmental Studies Committee |
| Summary Report: Student Attainment of General Education Outcomes                         | Fall          | Compilation of the percentage of students of the previous academic year completing the indicated courses with a C or above who attain the stated general education outcomes for each course           | Student Learning Outcomes Committee, Institutional Management and Planning Committee  |
| Summary Report: Evaluation of Academic Advising by Students                              | Spring        | Summary of evaluation results without identification of advisor information   | Deans and division directors  |
| Summary of Evaluation of Instruction & Evaluation of Online Instruction                  | Spring        | Summary of evaluation results for fall semester without identification of instructor information  | Deans and division directors  |
| Distance Education Student Retention and Success   | Spring        | Retention and success data for students enrolled in distance education courses for the previous three academic years  | President, deans, division directors, Distance Education Committee, Director of High School Relations and Event Planning, Director of Promotions and Marketing, Development Director                          |
| Institutional Profile for General Information and Enrollment Data                        | Spring        | General college information and fall semester enrollment data (prepared by MIS office)  | SACSCOC and President   |
| Summary Report: Student Evaluation of Campus Services, Facilities, and Course Scheduling | Spring        | Summary of evaluation results   | Administrators, division directors  |
| Summary Report: Learning Resources Center Surveys of Satisfaction                        | Spring        | Summary of evaluation results   | Administrators, division directors  |
| Collegiate Assessment of Academic Proficiency (CAAP) Scores                              | Summer        | NACC student performance, including comparison to national norms  | Administrators and faculty  |
| Center for College Success Survey Report   | Summer        | Student satisfaction with developmental studies, math lab instruction, pair courses, learning communities, and tutoring services  | Developmental Studies Program Director, English and Fine Arts Division Director, Mathematics Division Director, Vice President/Dean of Instruction, Dean of Student Services, Developmental Studies Committee |
| Alumni Survey  | Summer        | Perceptions of graduates and certificate achievers one year following completion of studies   | Institutional Management and Planning Committee, Institutional Effectiveness Committee  |
| Transfer Success Report  | Summer        | Transfer success data provided annually by the Alabama Department of Postsecondary Education for each senior institution to which 10 or more NACC students have transferred during a specified period | Available online  |
| 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)  | SACSCOC, President, Dean of Administrative Services*  |
| Employment Information for Career/Technical Programs                                     | Each Semester | Employment information for AAS, Certificate, and Short-term certificate completers.   | President, Vice President/Dean of Instruction, Director of Workforce Development, Career/Tech Program Supervisors   |

\* Available in the Office of Institutional Planning and Assessment.

Note: Reports are available online to all personnel, students, and the general public, with print copies available upon request.



**Surveys**

| <b>Title</b>   | <b>Date</b>   | <b>Target</b>  | <b>Distribution of Results</b>  |
|--|---------------|--|---|
| Committee Preferences  | Fall          | Full-time faculty and staff  | President   |
| Evaluation of Academic Advising  | Spring        | All students   | Advisor and supervisor  |
| Evaluation of Instruction  | Fall*         | Students enrolled in traditional courses   | Instructors, supervisors, Vice President/Dean of Instruction  |
| Evaluation of Online Instruction   | Fall*         | Students enrolled in distance education courses  | Instructors, supervisors, Vice President/Dean of Instruction  |
| Center for College Success Surveys<br><ul style="list-style-type: none"> <li>• <i>Developmental Studies Student Satisfaction Survey</i></li> <li>• <i>Math Lab Evaluation</i></li> <li>• <i>Tutoring Program - Evaluation by Clients</i></li> <li>• <i>Tutoring Program - Tutor Self Evaluation</i></li> <li>• <i>Learning Community Survey</i></li> <li>• <i>Paired Courses Survey</i></li> </ul> | Spring        | Students enrolled in one or more developmental courses<br>Students enrolled in math lab courses: MAH 101/MTH 090,098,100,116<br>Students using services of tutoring program coordinated by the Center for College Success<br>Tutors for the Center for College Success<br>Students enrolled in any learning community<br>Students enrolled in paired courses | Developmental Studies Program Director, Vice President/Dean of Instruction, English & Fine Arts Division Director, Mathematics Division Director, Developmental Studies Committee |
| Evaluation of Professional Development Activities  | Each semester | Personnel participating in professional development activities sponsored by NACC   | Chair, Professional Development Committee   |
| Learning Resources Center (LRC) Community Survey   | Spring        | Community members who have used the LRC during current academic year   | Director of the Learning Resources Center   |
| LRC Survey of Employee Satisfaction  | Spring        | All personnel  | Director of the Learning Resources Center   |
| LRC Survey of Student Satisfaction   | Spring        | All students   | Director of the Learning Resources Center   |
| Student Evaluation of Campus Services, Facilities, and Course Scheduling   | Spring        | All students   | Administrators and division directors   |
| Alumni Survey  | Summer        | Graduates and certificate completers of prior academic year  | Institutional Management and Planning Committee, Institutional Effectiveness Committee  |

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

## Staff Procedures

### Director of Institutional Planning and Assessment and SACS Accreditation Liaison

The primary function of this position is to serve as the Accreditation Liaison to the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) 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 SACSCOC

- 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*.
- 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 director 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.

**Staff Procedures**  
(continued)

Coordination of assessment of institutional effectiveness (continued)

- Administer the annual Collegiate Assessment of Academic Proficiency (CAAP) exams and report results to administration and faculty.
- Coordinate administration of the 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 *Student Evaluation of Campus Services, Facilities, and Course Scheduling*.
  - Revise survey content as needed.
  - Compile results.
  - Publish and distribute report.
- Supervise administration of annual LRC surveys.
  - *LRC Community Survey*
  - *LRC Survey of Employee Satisfaction*
  - *LRC Survey of Student Satisfaction*
- Supervise administration of annual surveys for Developmental Studies Program.
  - *Math Lab Evaluation*
  - *Developmental Student Satisfaction Survey*
  - *Tutoring Program - Evaluation by Clients*
  - *Tutoring Program - Tutor Self Evaluation*
  - *Learning Community Survey*
  - *Paired Courses Survey*
- Supervise administration of *Evaluation of Inservice Professional Development Activities*.
- Manage and publish reports of professional activities of personnel
  - Professional development
  - Presentations and publications
  - Community service
- Maintain list of community service events sponsored/facilitated by the college.

**Staff Procedures**  
(continued)

Coordination of assessment of institutional effectiveness (continued)

- Coordinate the collection of employment information for career/technical programs, and distribute appropriate reports.

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 Directors/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.

Assistance with curriculum design and planning

- Prepare analysis of semester class schedule draft for deans and division directors.
  - By academic area and beginning class time (online classes by area)
  - By beginning class time
- Serve on the following committees: Curriculum, Distance Education, Student Learning Outcomes, and Developmental Studies (*ex officio*), QEP Development (*ex officio*).

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 directors, 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.
  - Facilities Inventory
  - Fiscal Year Formula Input Data

**Staff Procedures**  
(continued)

---

Institutional research (continued)

---

- Complete annual external surveys.
  - American College Testing Institutional Data Questionnaire
  - Peterson's Annual Tuition Update
  - Peterson's Guide to Colleges

---

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

---

- Supervise administration of web pages.

---

Compilation and publication of Faculty and Staff Handbook

---

- Administer web-based Handbook, updating entries as needed.
  - Maintain archive of revisions to Handbook.
  - Coordinate revision of Handbook format as needed.
-

**Staff Procedures**  
(continued)

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

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

**Manage record-keeping system and maintain appropriate records.**

- Maintain 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 SACSCOC.**

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

**Conduct institutional effectiveness surveys.**

- Create, scan, and analyze print surveys/evaluations.
- Create, post, and analyze online surveys.
- 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.**

- Create and distribute *Evaluation of Academic Advising* survey form through the Northeast Online Account Host (NOAH).
- Monitor the submission of survey forms.
- Issue reminders to students about completing the survey.
- Analyze data and print reports.
- Distribute reports to individual advisors and provide copies to immediate supervisors and the Vice President/Dean of Instruction.
- Compile summary report for distribution to deans and division directors.

**Staff Procedures**  
(continued)

**Coordinate the Evaluation of Instruction process.**

- Generate list of courses to receive the *Evaluation of Instruction* and/or *Evaluation of Online Instruction* survey.
- Create the *Evaluation of Instruction* and *Evaluation of Online Instruction* survey forms.
- Distribute evaluation forms to students through the Northeast Online Account Host (NOAH).
- Monitor the submission of these surveys.
- Issue reminders to students about completing the survey(s).
- Analyze data and print reports.
- Distribute reports to individual instructors and provide copies to immediate supervisors and the Vice President/Dean of Instruction
- Compile summary report for distribution to deans and division directors.

**Implement and maintain office web pages.**

- Administer office web pages, updating as needed.
- Create new web pages as needed.
- Post SACSCOC reports and documentation.
- Post new and/or updated publications and reports and maintain 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.
- Update online degree requirement sheets annually and as needed.

**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.
- Reconcile leave balances in ACCESS/400 against leave balances in Excel file.
- 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.
- Print Sick Leave Bank report for distribution to the Business Office and to the Sick Leave Bank Committee chair.
- Orient new employees to leave procedures and basic functions of the Office of Institutional Planning and Assessment.
- Distribute Family and Medical Leave Act information to personnel.

**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.

**Staff Procedures**  
(continued)

---

Serve as secretary, as assigned, to various committees.

- Record minutes for the following committees: Curriculum, Distance Education, Institutional Effectiveness, Institutional Management and Planning, QEP Development, and SACSCOC Leadership Team.
- Compile and distribute minutes to committee chairs.



**Current Staff**

**Director of Institutional Planning and Assessment and SACS Accreditation Liaison**

Brad Fricks  
[fricksb@nacc.edu](mailto:fricksb@nacc.edu)  
256-228-6001 x 2330

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

Lynde Mann  
[mannl@nacc.edu](mailto:mannl@nacc.edu)  
256-228-6001 x 2230

**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](http://www.nacc.edu/assessment).