

Quality and Effectiveness Sub-Council (QESC) Report to University Council

September 14, 2020



**EAST TENNESSEE STATE
UNIVERSITY**

- The QESC exists to:
 - approve, revise, or develop processes and systems that **ensure efficient and effective quality assurance practices**;
 - **oversee** academic and administrative unit **participation in** conducting ongoing **self-assessment** in an effort to improve student learning, university services, and operations; and
 - **provide necessary training and feedback** to units as pertaining to quality and effectiveness activities.



Relevant SACSCOC Standards

- **CR 7.1 (Institutional planning):** The institution engages in ongoing, comprehensive, and integrated research-based planning and evaluation processes that (a) focus on institutional quality and effectiveness and (b) incorporate a systematic review of institutional goals and outcomes consistent with its mission.
- **7.3 (Administrative effectiveness):** The institution (1) identifies expected outcomes of its administrative support services and (2) demonstrates the extent to which the outcomes are achieved.
- **CR 8.1 (Student achievement):** The institution identifies, evaluates, and publishes goals and outcomes for student achievement appropriate to the institution's mission, the nature of the students it serves, and the kinds of programs offered. The institution uses multiple measures to document student success.
- **8.2 (Student outcomes):** The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results in:
 - a) Student learning outcomes for each of its **educational programs**.
 - b) Student learning outcomes for collegiate-level **general education competencies** of its undergraduate degree programs.
 - c) **Academic and student services** that support student success.



Meetings and Agendas

- November 1: Introduction and purpose
- January 13: Process development for administrative review
 - Map ETSU Strategic Framework to ETSU Leadership
- February 20: Direct connection unclear; investigated alternate approaches
 - Peer institutions (SACSCOC, RpK, EAB)
- April 22: Cancelled
- June 2: Regroup, updates from Strategic Operations Workgroup (Hoff); membership changes
- August 18: What is a Quality University (Eggleston)
- September 11: Endorsed plan for ensuring quality in administrative and academic/student support units



Current Membership

Unit	Representative
Academic Affairs, Faculty	Cindy Chambers, Ron Roach, Karen Tarnoff
Health Affairs, Faculty	Jeff Snodgrass, Teresa Carnevale
Faculty Senate	Donna Frayser
Council of Academic Chairs	Robert Price
Undergraduate Curriculum Committee	Kimberly Sell
Graduate Council	Jean Hemphill
General Education Advisory Council	Julie Fox Horton
Academic Affairs, Administrative	Leigh Lewis
Health Affairs, Administrative	David Linville
Student Affairs	Jeff Howard
Students	Scarlett Knott, Kayla Frank
Finance	Margaret Pate
Administration	Ben Daugherty
University Libraries	Celia Szarejko
Chair	Cheri Clavier



Process to Ensure Quality in Administrative and Academic/Student Support Units

- Living/developing/breathing process
- Force review and use of data to inform and improve
- Create opportunities
 - To showcase quality
 - To do things differently



Expectations for Participation

Based on ETSU organizational chart:

- President's Office
 - All Chief Officers
 - Executive Administrators
 - Senior VP for Academics/Provost
 - All Vice Presidents
 - Internal Audit
- Units
 - Business and Finance
 - Administration
 - Student Life and Enrollment
 - Advancement
 - Academics/Provost



Unit-Level Expectations

- Minimum level of participation defined
- Additional requirements at the discretion of the unit leader
- SACSCOC expects effectiveness data/analysis be available for all units
 - Unit leader may require additional reports
 - If not, all units will “report up” and be included in higher-level process
 - If a unit has a box on the org chart, it participates/contributes – either independently or as a component of the parent unit.



Reporting Template Considerations

Academic Unit IE

- MS Word documents housed on s-drive
- Aligns with language of SACSCOC standards
- Format is familiar to all academic units and some SLE units
- Similar to models at other institutions
- Not used across all units

6- and 12-Month Goals

- MS Excel files shared via emails
- In place for President's and Provost's direct reports
- Includes goals unrelated to work of the unit
- Terminology misalignment
- Not used across all units



Framing Conversations with ETSU Leadership

Based on CAS General Standards

- Mission
- Programs and Services
- Student Learning, Development, and Success
- Assessment
- Access, Equity, Diversity, and Inclusion
- Leadership, Management, and Supervision
- Human Resources
- Communication and Collaboration
- Ethics, Law, and Policy
- Financial Resources
- Technology
- Facilities and Infrastructure



Other Ongoing Business

- Standing agenda items
 - Create monthly and yearly calendar
- Professional development opportunities
 - IUPUI Assessment Institute
 - SACSCOC Annual Meeting

