

## Quality and Effectiveness Sub-Council at ETSU

*(Approved by UC March 12, 2018)*

The Quality and Effectiveness Committee provides ETSU faculty, staff, and administration the information, framework, and tools needed to support an ongoing and sustainable process of continual self-evaluation and improvement in pursuit of excellence. The Q&EC exists to:

- approve, revise, or develop processes and systems that ensure efficient and effective quality assurance practices;
- oversee academic and administrative unit participation of 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.

By achieving this purpose, the Q&EC will help the institution ensure compliance with the Principles of Accreditation: Foundations for Quality Enhancement published by the Southern Association for Colleges and Schools Commission on Colleges; specifically, those sections excerpted below:

- Section 7: Institutional Planning and Effectiveness: Effective institutions demonstrate a commitment to the principles of continuous improvement. These principles are based on a systematic and documented process of assessing institutional performance with respect to mission in all aspects of the institution. An institutional planning and effectiveness process involves all programs, services and constituencies; is linked to the decision-making process at all levels; and provides a sound basis for budgetary decisions and resource allocations.
  - Part 1 (Institutional Planning, Core Requirement): 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.
  - Part 3 (Administrative Effectiveness): The institution identifies expected outcomes of its administrative support services and demonstrates the extent to which the outcomes are achieved.
- Section 8: Student Achievement: Student learning and student success are at the core of the mission of all institutions of higher learning. Effective institutions focus on the design and improvement of educational experiences to enhance student learning and support student learning outcomes for its educational programs. To meet the goals of educational programs, an institution provides appropriate academic and student support services to support student success.
  - Part 1 (Student Achievement, Core Requirement): 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.
  - Part 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, and (c) academic and student services that support student success.

The Quality and Effectiveness Committee will provide guidance to more than 300 academic programs and administrative units across the university.