## INSTRUCTIONS FOR EDITING INSTITUTIONAL EFFECTIVENESS (IE) PLAN AND REPORT FOR 2007-08

### Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Introduction</strong></td>
<td></td>
</tr>
<tr>
<td>A. Entering Southwest’s Online Planning System</td>
<td>2</td>
</tr>
<tr>
<td>B. Selecting Unit on the Planning System Home Page</td>
<td>3</td>
</tr>
<tr>
<td>C. Reviewing Unit/Program Home Page</td>
<td>4</td>
</tr>
<tr>
<td><strong>Coordinator Information</strong></td>
<td></td>
</tr>
<tr>
<td>D. Using, Updating, and Finding Passwords</td>
<td>5</td>
</tr>
<tr>
<td>E. Updating Coordinator Information or Password</td>
<td>6</td>
</tr>
<tr>
<td><strong>Unit/Program Mission</strong></td>
<td></td>
</tr>
<tr>
<td>F. Creating/Updating Unit/Program Mission Statement</td>
<td>7-8</td>
</tr>
<tr>
<td>G. Proposing and Approving Unit/Program Mission Statement</td>
<td>9</td>
</tr>
<tr>
<td><strong>Institutional Effectiveness Plan and Report</strong></td>
<td></td>
</tr>
<tr>
<td>H. Reviewing Institutional Effectiveness Plan and Report</td>
<td>10</td>
</tr>
<tr>
<td>I. Creating IE Plan and Report (With Examples)</td>
<td>11-16</td>
</tr>
<tr>
<td>J. Proposing IE Plan</td>
<td>17</td>
</tr>
<tr>
<td>K. Printing Area-Wide IE Reports</td>
<td>18-19</td>
</tr>
</tbody>
</table>

### Passwords

Unit or program coordinators must designate and use Planning System passwords in order to edit any information in the system. This password system is entirely separate from the college’s administrative computer system password system. Coordinators can set their administrative password (or any other password, for that matter) as their Planning System password. See Parts D and E of this guide for detailed instructions for retrieving forgotten passwords or setting new passwords.

### Help Desk

For assistance with Planning System screens and processes, please contact Southwest’s Office of Planning and Analysis, Parrish Library-Administration Building Room C-202, Union Avenue Campus, Memphis, Tennessee 38103:

- Ms. Shayla Hill  (901) 333-5256  shill@southwest.tn.edu
- Dr. Nevin Robbins  (901) 333-5258  nrobbins@southwest.tn.edu
A. ENTERING SOUTHWEST’S ONLINE PLANNING SYSTEM

Southwest Tennessee Community College has integrated its planning, institutional effectiveness, and budgeting processes into a single system to support the management and delivery of programs and services. The online Planning System is directly accessible through the Internet and the College’s internal or “intranet” home page.

You can enter the Planning System through any web browser by typing either of two addresses in the browser’s address box:

- Using any computer: Type https://apps.southwest.tn.edu/plansys/

The Planning System enables college units, programs, and personnel to enter, edit, and report plans, results, and budgets through computer screens that link to an institutional database. Division and college-wide summaries are prepared automatically through the reports menu. Any user may view and print the information. Special passwords are required for editing (see Section D).

The key element of the Planning System is the "Unit/Program Home Page." That one site displays the entire annual plan of operation for each unit or program. As outlined in the Quick Navigation Guide below, the site displays key unit/program information: Coordinator, Mission, Institutional Effectiveness Plan and Report, and Proposed Budgets. All information may be updated by the unit coordinator using the appropriate password.

Quick Navigation Guide

Web Browser

https://apps.southwest.tn.edu/plansys/

Planning System Unit/Program Home Page

1. Select FY 2007-08
2. Select Unit/Program

1. Coordinator Information and Passwords (See pages 5-6)
   - Update via Link 1 (Requires Password)

2. Unit/Program Mission (See pages 7-9)
   - Update via Link 2A (Requires Password)
   - Print as Proposal via Link 2B

3. Institutional Effectiveness Plan and Report (See pages 10-17)
   - Update via Link 3A (Requires Password)
   - Print as Proposal via Link 3B

4. Proposed Budgets (See Planning System User Handbook)
   - View Full Budget via Clicking on Budget Name
   - Print as Proposal via Blue Link
   - Update via EDIT button (Requires Password)

Reference Documents
   - Select via Links on All Screens

Automatic Reports
   - Select via “Go To Reports Menu” Link
B. SELECTING UNIT ON PLANNING SYSTEM HOME PAGE

The Planning System Home Page is the gateway to Southwest's online system and database for unit, program, and college-wide plans, evaluations, and proposed budgets. The system may be accessed through web browsers using either of two addresses to view the Planning System home page:

Type [https://apps.southwest.tn.edu/plansys/](https://apps.southwest.tn.edu/plansys/) in web browser from either on or off campus.

1. Enter Planning System Home Page

   ![Image](https://apps.southwest.tn.edu/plansys/)

   Result: The system home page will be displayed.

2. Select Fiscal Year

   ![Image](Choose FY.png)

   Result: The organizational list for that fiscal year will be displayed.

3. Select unit or program

   Result: The Unit/Program Home Page will be displayed.
C. REVIEWING UNIT/PROGRAM HOME PAGE

The UNIT/PROGRAM HOME PAGE for a selected unit or program for a specific fiscal year. Unit/program information is provided in four parts. Each part can be edited by the unit coordinator.

1. Coordinator Information
2. Unit/Program Mission Statement
3. Institutional Effectiveness Objectives, Assessments, Outcomes, and Use of Results
4. Proposed Budgets

Navigation links are provided at the top of the home page below the college's name. Additional links in the upper right corner provide direct access to important features, such as the Reports Menu.
D. USING, UPDATING, AND FINDING PASSWORDS

Passwords are required to edit or update any information in the Planning System. These passwords are NOT the same passwords used for the college’s administrative computer system.

Newly authorized program/unit coordinators receive temporary passwords. Other coordinators should have Planning System passwords already. At any time, all coordinators can customize their passwords as desired using Link 1 on the Unit/Program Home Page (“Click Here to Update Coordinator or Password”). Clicking on that link or any other editing/updating link will cause the Login Screen to appear (see example below).

With the proper password entered, the edit screen will then appear. For example, if the coordinator selected Link 1 for updating the password, the following edit screen would be displayed.

**UNKNOWN OR FORGOTTEN PASSWORDS**

If the coordinator does not know the temporary password or has forgotten the current password, the Login Screen can be used to obtain that password. Look for the blue link at the bottom of any Log-In screen. By clicking on the blue “Forgotten your password?” link, the password will be sent immediately to the unit coordinator’s email address shown on the unit home page. If that is the incorrect email address, please call the Planning Office at 333-5256 or email Shayla Hill at shill@southwest.tn.edu.
E. UPDATING COORDINATOR INFORMATION OR PASSWORD

Editing or updating any information on the Planning System requires the use of a valid password. Updating the unit coordinator’s information or password begins by clicking on Link 1 on the Unit/Program Home Page. A log-in box will appear requesting the coordinator’s registered password. Enter that password, and the edit screen will appear.

NOTE:
Forgotten passwords will be emailed only to the unit coordinator’s email address stored in the system.

SAVE IT!

Change Password

Change Unit Password (Optional)
Coordinator may change the unit password at any time. Passwords are case sensitive (for example, “A” is not the same as “a”). Each password must contain at least 4 characters and no more than 9 characters (no spaces allowed). The new password will be in effect once the spelling has been verified below and this screen has been processed (saved).

Enter New Password
Example
Re-Enter New Password
Example

Exit Choices:
[Save] 1. Save Changes, End Edit Session, and Return to Unit/Program Home Page.
[Cancel] 2. Cancel Edit Changes and Return to Unit/Program Home Page.
F. CREATING/UPDATING UNIT/PROGRAM MISSION STATEMENT

Unit/program **mission statements** serve as the cornerstone for all planning and accountability. By describing the central purpose and services of the unit or program, the mission statement provides a context for institutional effectiveness (annual objectives and achievements) and budgeting.

Each unit/program mission must be related to the institutional mission as well support the supervisory unit’s mission. In developing mission statements, units should (1) describe their organizational purpose and service clearly and (2) identify at least one sentence from the institutional mission statement that justifies the mission of the unit/program. See the example below.

**1. Unit Name and Coordinator**

<table>
<thead>
<tr>
<th>Unit/Program</th>
<th>Disabled Student Programs &amp; Services (DSU)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordinator:</td>
<td>Maxine Ford</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:info@southwest.tn.edu">info@southwest.tn.edu</a></td>
</tr>
<tr>
<td>Supervised by:</td>
<td>VP FOR STU SERVICES &amp; ENROLLMENT MGMT (OU)</td>
</tr>
</tbody>
</table>

**1. Click Here to Update Coordinator or Password for 2007-08**

**2. Unit/Program Mission Statement**

Serve as an advocate for students with disabilities to ensure equal access; provide services to promote access to the campus community; provide consultation to faculty regarding academic accommodations, compliance with legal responsibilities, as well as instructional, programmatic, physical, and curriculum modifications. Determine with students appropriate academic adjustment consistent with the student's documentation.

This mission is referenced to [Southwest Institutional Mission Statement for 2007-08](#) sentences: [4] [ ]

[4] Southwest Tennessee Community College is committed to the education of a non-discriminatory student body and promotes diversity and access without regard to race, gender, religion, national origin, age, disability, or veteran status.

**2A. Click Here to Edit Unit/Program Mission for 2007/08**

**2B. Click Here to Display Mission in New Window as Printable Proposal for 2007-08**

Notice in the example above that the mission statement clearly describes the purpose of the department as well as its scope of services. Additionally, that mission has been referenced to one institutional mission statement sentence (two references are possible) to link the role of the unit to the role of the college.

Lines 2A and 2B are links to other Planning System pages. Use these links for creating/editing the mission statement or for printing the mission statement as a proposal for supervisory review.

**2A. Click Here to Edit Unit/Program Mission for 2007/08**

By clicking on line 2A, you will go to the Edit Screen for mission statements. An example of that screen follows.

**2B. Click Here to Display Mission in New Window as Printable Proposal for 2007-08**

By clicking on line 2B, a new window will pop up that displays the mission statement in the form of a proposal with signature lines. Print the form, close the window, and forward the proposed mission statement through supervisory channels. An example of that window also follows.

**Report on Unit Missions**

An extremely useful automatic report will display the mission statements of all the units and programs in a selected area of the college. Please refer to Part K of this guide for examples.
EDIT SCREEN FOR UNIT/PROGRAM MISSION STATEMENT

From the Unit Home Page, click on link 2A to create or update the unit mission statement. After entering the password on the Login Screen, the Edit Screen for mission statements will appear.

As illustrated below, coordinators can create or revise the text of the mission statement. **The unit mission should describe the purpose of the unit and the major services provided by the unit.** This will guide and justify the development of annual objectives and proposed budgets.

All unit/program mission statements must be referenced to sentences in the institutional mission statement. In Section 2, click on the link to select the institutional mission sentence that is most relevant to the unit/program mission. That institutional mission sentence serves, in effect, as the rationale for the unit/program purpose and service. A secondary institutional mission reference can also be selected.

Save Information. Select the **Save** button at the bottom of the screen to save the changes, end the edit session, and return to the view screen. **IMPORTANT: Remember to save your work every 10-15 minutes.** After approximately 20 minutes, browsers often “time out” for security purposes and may cause the loss of any unsaved work.
G. PROPOSING AND APPROVING UNIT/PROGRAM MISSION STATEMENTS

When unit mission statements must be reviewed and approved by supervisors, a proposal form may be created automatically by clicking on link 2B on the Unit Home Page, "Display Mission in a New Window as a Printable Proposal."

Use the web browser’s print function (either the printer icon or Control-P) to print the proposal, and then close the proposal window by clicking on the "X" in the upper right corner.

Example:

UNIT/PROGRAM MISSION PROPOSAL  
FY 2007-08  
Payroll (OSU)

Coordinator: Yolanda R. Smith  
Email: yen@ouest.edu

Supervisory Unit: EXECUTIVE FOR FINANCE (OU-IT)

Plan Approval Status: Proposed By Unit

Plan Last Updated: 

1. Unit Mission Statement

The mission of the Payroll Office is to administer and process payment of wages, taxes, deductions and benefits for all STCC employees. The Payroll Office provides notification to employees of the latest payroll developments and changes to wages, taxes, deductions and benefits.

Institutional Mission Reference: (Linkages Between Unit Mission and Institutional Mission)

Primary Reference (Required)

[3g] To fulfill its multipurpose mission, the college delivers effective academic programs, student support services, and administrative services through quality personnel, current technology, and continuous planning, evaluation, and improvement.

PROPOSED BY:

Budget Coordinator: 
Date: 
Yolanda R. Smith

REVIEWED AND ACCEPTED BY:

Decision Unit Administrator: 
Date: 

Senior Staff Signature: 
Date: 

*Note: If changes are required, unit should revise this proposal on the web site, print a new proposal for review, then submit that proposal for approval through administrative channels.

If changes are required at the supervisory level, the unit should revise this mission, print a new proposal for review, and then submit that proposal for approval through administrative channels.

Since every unit's mission statement must relate well to other units in its division as well as to the institutional mission statement, the online system can generate automatic reports that display all the unit mission statements in a given division or area. Please refer to the last section of these guidelines for instructions.
H. REVIEWING INSTITUTIONAL EFFECTIVENESS PLAN AND REPORT

Part 3 of the Unit/Program Home Page displays the complete Institutional Effectiveness Plan and Report for the fiscal year. All annual objectives, assessments, results, and uses of results are recorded in this one place. Together, the mission statement and the institutional effectiveness (IE) plan describe the entire purpose, role, and scope of the unit or program. This information not only serves to guide annual activities but also to justify annual budgets and staffing.

At the beginning of each year, the IE plan and report is empty, of course. An example of that is displayed below. Notice that all information is now displayed on the Unit/Program Home Page along with links for editing the plan, displaying a proposed plan, and accessing related information.

When IE objectives, assessments, results, and uses of results have been entered via Link 3A, all current information will be displayed on the Unit/Program Home Page.

IE Column 1 – Objective with Planning References
Column 1 lists up to ten unit/program objectives for the fiscal year. These objectives describe the most important outcomes that the unit or program should attain throughout the fiscal year. Objectives should be based upon the mission statement and college priorities (Strategic Plan, Performance Funding Plan, Quality Enhancement Plan, and Budget Plan). Each objective should be linked to the most relevant planning reference.

IE Column 2 – Means of Assessment and Criteria for Success
Column 2 describes how the attainment of objectives will be determined and measured. This brief assessment plan will be applied for reporting in Column 3.

IE Column 3 – Assessment Results, Interpretations, and Percent of Achievement
Column 3 describes the results attained so far throughout the fiscal year (e.g., quarterly reporting) or after the completion of the fiscal year. Column 3 also includes a very brief analysis of the results (what do they mean?) and the current percent of achievement and whether the objective has been placed on hold (inactive status).

IE Column 4 – Use of Results for Improvement
Column 4 is used to “close the loop” of the IE cycle by describing how the results (in Column 3) have been used to improve the unit or program. All notations should be in past tense.

Statistics
The Unit/Program Home Page will display statistics at the bottom of the IE table, including counts of the items entered and the average percent of results attained.
I. CREATING IE PLAN AND REPORT

The preparation of institutional effectiveness plans and reports has been simplified by combining all editing into a single online screen. The new edit screen (illustrated below) allows all columns available to be updated at any time. Click on Link 3A on Unit/Program Home Page to enter the edit screen.

Up to ten objectives may be entered for each unit or program. All objectives must be related to the unit/program mission. Objectives can also be related to institutional plans and priorities.

For each objective, important references and information may be selected by the point-and-click method. Additionally, the status of each objective may be indicated in terms of its current percentage of attainment and whether it is active or inactive. The information should be saved at least every 15 minutes since the form may time out for security purposes.

<table>
<thead>
<tr>
<th>Column 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Write objective as a measurable result or outcome within context of mission</td>
</tr>
<tr>
<td>Select planning references</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Column 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Write assessment plan, including criteria for success</td>
</tr>
<tr>
<td>Indicate if intended result is student learning outcome</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Column 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe results attained so far.</td>
</tr>
<tr>
<td>Explain any implications of the results or needs for action based on the results</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Column 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe how results have been used to improve unit or program</td>
</tr>
</tbody>
</table>
GUIDELINES FOR COMPLETING IE INFORMATION

All parts of a unit or program Institutional Effectiveness plan can be reviewed and edited at any time. Typically, Columns 1 and 2 (objectives and assessment plan) are completed prior to the beginning of a fiscal year. Column 3 (results) is completed throughout the year as results are measured. Column 4 (use of results) is completed at the end of the year as needs for improvement are determined.

IE Column 1 – Objective with Planning References

In Column 1, describe the major results or outcomes sought from all unit or program activities for the fiscal year. Up to ten objectives may be entered. The entire set of objectives would represent the most important services provided. Achieving all these objectives fully would indicate an extremely successful year. Lessons learned from not achieving any objectives should be used to strengthen the unit or program (as part of Southwest’s institutional effectiveness process).

- The first few objectives should describe key results to be obtained by fulfilling unit/program mission.
- The next set of objectives should describe results sought to support any college-wide or division-wide initiatives called for by college plans.
- The final set of objectives should describe results of unit-specific initiatives required by institutional plans.
- Planning references should be selected by point-and-click on input boxes in IE Column 1. (For example: SP 3.1.6, PF-3C3, QEP-2.2)

IE Column 2 – Means of Assessment and Criteria for Success

In IE Column 2, describe how the Column 1 results will be monitored and measured. Describe the assessment plan. How will the result sought in Column 1 be measured and determined to be successful?

- Define the method of measuring results (e.g., a log of participating students).
- Define the criteria for successful achievement (e.g., At least 350 students will participate in the ABC activity).
- Check the clickable box if the result is a student learning outcome.
IE Column 3 – Assessment Results, Interpretations, and Percent of Achievement

In IE Column 3, enter the actual results attained so far. Even initial results should be entered several times per year—typically in December (for Fall Semester results), in April-May (for Spring Semester results), and in July (for prior fiscal year results). Results should be presented in terms of the wording of the objective and the assessment plan (columns 1 and 2). Other information should also be included as specified below.

- Briefly describe results in measured, objective terms in accordance with the Column 2 assessment plan.
- Briefly describe the implications of those results. Given that XYX happened, what does that mean for the unit or program?
- Enter the percentage of attainment throughout the year to indicate progress toward completion of the objective (comparing results to the Column 2 criteria for success). For example, some objectives may be 50% complete by the middle of the year and 95% complete by the end of the year.
- Use buttons to indicate whether the initiative is ACTIVE or INACTIVE. Some activities may be suspended and no results should be expected. If so, mark them as INACTIVE.

IE Column 4 – Use of Results for Improvement

Use Column 4 to describe how the assessment findings (in Column 3) have been used to improve the unit or program. This step is critical to improving institutional effectiveness. Monitoring results is critical for delivering service. Using the result for improvement is critical for strengthening the college.

- If the activity is still in progress, Col. 4 may indicate how results WILL be used. After the activity or fiscal year is completed, Col. 4 should describe how the results WERE used for improvement purposes.

- If the final results indicate that improvement actions were required, state "No further action was required"
HYPOTHETICAL EXAMPLE 1
Administrative Department Completing an Administrative Objective
(With Mid-Year Results)

In this example, an administrative department responds to a new strategic objective calling for support to students and faculty. For this example, a department in the fiscal affairs area discusses how financial problems may prevent students from completing their education. The department can not provide students with funding (that is a matter of financial aid). However, the department can and already does contact students about current or late fee payments. What can this department do to help?

After considering the college’s financial processes and the student’s typical responses, the department decides to expand how it helps students understand and use alternative fee payment processes. Staff time will be dedicated to contacting all students with delayed fee payments to explain payment alternatives and remind them about payments due. This IE plan and report illustrates how that effort can be described as measurable results. The mid-year results (Column 3) indicate needs for second semester efforts.

### Planning References Selected for This Example Project

| Strategic Plan | (Str Obj 3.1.7) Strengthen direct and indirect support for student instruction, learning, and retention |

<table>
<thead>
<tr>
<th>Obj</th>
<th>IE Column 1: Objective with Planning References</th>
<th>IE Column 2: Means of Assessment &amp; Criteria for Success</th>
<th>IE Column 3: Assessment Results, Interpretations, and Percent of Achievement</th>
<th>IE Column 4: Use of Results for Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td><a href="#">Click on Input Boxes (below) to Select Reference(s):</a></td>
<td><a href="#">Str Plan</a></td>
<td><a href="#">Active</a></td>
<td><a href="#">Enter Percent of Success Achieved At This Time</a></td>
</tr>
<tr>
<td></td>
<td><a href="#">SP 3.1.7</a></td>
<td><a href="#">Perf Fnd</a></td>
<td><a href="#">Select</a></td>
<td><a href="#">QEP</a></td>
</tr>
<tr>
<td></td>
<td>ABC department will decrease student fee payment defaults by helping students understand and utilize alternative payment methods and by contacting students prior to payment due dates.</td>
<td>The student default rate on delayed payments will reduce by 5% from 28% to 23% by the end of the Spring Semester</td>
<td>The Fall Semester student default rate decreased only 2%. Staff was not able to reach over half of the target students by telephone. A better means of contacting them is needed.</td>
<td>For Spring Semester, staff will begin sending emails and letters to students using the delayed payment plan. Reminders will be sent 3 weeks in advance of payment due dates.</td>
</tr>
</tbody>
</table>

### Column 1 Note:
The text of the planning references selected above is displayed below.

### Column 2 Note:
The intended result was not a student learning outcome.

### Column 3 Note:
Objective was marked as Active.

### Column 4 Note:
Department documented how it planned to improve its strategy to help students.

Percent Achievement = Result/Goal = 2% reduction /5% goal =40% attainment
HYPOTHETICAL EXAMPLE 2
Academic Department Completing an Administrative Objective
(With End-of-Year Results)

In this example, an academic department is completing an administrative objective by installing a new software system, loading information into it, and using the results to improve how an academic program is organized. This particular project was called for by Southwest’s Strategic Plan, Performance Funding Plan, and Quality Enhancement Plan. Not all projects are closely related to all three plans.

Note that this example also describes the fully successful conclusion of the project. Column 3 describes not only the achievement of the task but also what needs to be done next. Column 4 describes the follow-up improvement activities. By using the project and its results for improvement purposes, the example demonstrates the full intent and closure of the Institutional Effectiveness cycle.

<table>
<thead>
<tr>
<th>Obj</th>
<th>IE Column 1 Objective with Planning References</th>
<th>IE Column 2 Means of Assessment &amp; Criteria for Success</th>
<th>IE Column 3 Assessment Results, Interpretations, and Percent of Achievement</th>
<th>IE Column 4 Use of Results for Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Click on Input Boxes (below) to Select Reference(s):</td>
<td>☑ Active ☐ Inactive Enter Percent of Success Achieved At This Time</td>
<td>Course and program outcomes have been revised and approved by faculty. Syllabi have been updated. Departmental program brochure has been updated and should be printed by August.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Str Plan SP 3.1.6 Perf Fnd PF 5B QEP QEP 2.1</td>
<td>100%</td>
<td>By April, all courses had been profiled in the WIDS system and analyzed by the faculty. It was found that course and program outcomes need to be better coordinated and explained to students.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The department will implement the WIDS system to profile and analyze the entire curriculum and outcomes of the XYZ program.</td>
<td></td>
<td>Course and program outcomes have been revised and approved by faculty. Syllabi have been updated. Departmental program brochure has been updated and should be printed by August.</td>
<td></td>
</tr>
</tbody>
</table>

Column 1 Note: The text of the planning references selected above is displayed below.

Column 2 Note: The intended result was not a student learning outcome.

Column 3 Note: Objective was marked as Active.

Percent Achievement = Result/Goal = 100% sought /100% completed =100% attainment

Column 4 Note: Explanation of how results were actually used to improve program illustrate full IE cycle.

Planning References Selected for This Example Project

<table>
<thead>
<tr>
<th>Strategic Plan</th>
<th>(Str Obj 3.1.6) Implement SACS Quality Enhancement Plan (QEP) for AAS in Office Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Funding Plan</td>
<td>(PF-5B) Assessment Implementation Report (QEP)</td>
</tr>
<tr>
<td>Quality Enhancement Plan</td>
<td>(QEP Obj-2.1) Faculty will review and update the program, learning outcomes, and exit measures.</td>
</tr>
</tbody>
</table>
HYPOTHETICAL EXAMPLE 3
Academic Department Implementing a Student Learning Outcome Objective
(With Mid-Year Results)

In this example, an academic department seeks to improve student performance on an important exit test. The intended result is classified in Column 2 as a “student learning outcome.” Note that Column 2 includes clear descriptions of how student learning will be assessed (pass rates on a specific exam) and how successful attainment of the objective will be measured (2% increase from previous year).

This example also demonstrates how results and uses of results could be presented in Columns 3 and 4 before the year is over. By monitoring and reporting results at mid-year, for example, the department can identify improvement needs and implement initial strategies at the earliest possible time. Such early action provides benefits to the department’s customers (students in this case).

<table>
<thead>
<tr>
<th>Obj</th>
<th>IE Column 1</th>
<th>IE Column 2</th>
<th>IE Column 3</th>
<th>IE Column 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td><strong>Click on Input Boxes (below) to Select Reference(s):</strong></td>
<td><strong>Active</strong></td>
<td><strong>Enter Percent of Success Achieved At This Time</strong></td>
<td><strong>Based on first semester pass rates, faculty are explaining the importance of the OPAC test to students and considering whether test results can be linked with course grades.</strong></td>
</tr>
<tr>
<td></td>
<td>Str Plan</td>
<td>SP 3.1.6</td>
<td>50%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Perf Fnd</td>
<td>PF 5B</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>QEP</td>
<td>QEP 2.3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>This result is a student learning outcome</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>The department will increase graduating student scores on the major field test.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>The student pass rate on the OPAC major field test scores on the OPAC exam will increase at least 2% from the previous year (from 80% to 82%).</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>After six months (end of Fall Semester), 81% of students passed the OPAC exam. Department needs to strengthen student preparation for test.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Planning References Selected for This Example Project**

<table>
<thead>
<tr>
<th>Strategic Plan</th>
<th>(Str Obj 3.1.6) Implement SACS Quality Enhancement Plan (QEP) for AAS in Office Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Funding Plan</td>
<td>(PF-5B) Assessment Implementation Report (QEP)</td>
</tr>
<tr>
<td>Quality Enhancement Plan</td>
<td>(QEP Obj-2.3) Students will demonstrate increased levels of learning</td>
</tr>
</tbody>
</table>
J. PROPOSING IE PLAN

When unit IE Plans must be reviewed and approved by supervisors, a proposal form may be created automatically by clicking on link 3B on the Unit Home Page, “Click Here to Display IE Plan in New Window as a Proposal.” Use the web browser’s print function (either the printer icon or Control-P) to print the proposal, and then close the proposal window by clicking on the “X” in the upper right corner. If changes are required at the supervisory level, the unit should revise this mission, print a new proposal for review, and then submit that proposal for approval through administrative channels.

Example of Proposal Form

## UNIT/PROGRAM PLAN (FY2007-08)

### 1. Unit Name and Coordinator
- **Unit/Program:** EXEC DIR of PLANNING & ANALYSIS (DU)
- **Coordinator:** [Name Redacted]
- **Email:** [Email Redacted]
- **Supervisors:** [Name Redacted]

### 2. Unit/Program Mission Statement

The mission of the Office of Planning is to facilitate long-range and annual college planning activities toward the achievement of the institutional mission, vision, and strategic plan. The office provides leadership in organizing and reporting college planning, performance funding, accreditation, and related activities.

This mission is referenced to **Southwest Institutional Mission Statement for 1997-88**.

### 3. Institutional Effectiveness Plan and Report for Fiscal Year 2007-08

#### Column 1: Objective with Planning References
- **Example:** If column 1 is used, refer to column 2 for planning references.

#### Column 2: Measures or Assessment & Criteria for Success
- **Example:** If column 2 is used, refer to column 3 for measures.

#### Column 3: Assessment Results, Interpretations, and Percent of Achievements
- **Example:** If column 3 is used, refer to column 4 for results.

#### Column 4: Use of Results for Improvement
- **Example:** If column 4 is used, refer to column 5 for improvement information.

### PROPOSED BY:
- **Budget Coordinator:** [Name Redacted]
- **Date:** [Date Redacted]

### REVIEWED AND ACCEPTED BY:
- **Decision Unit Administrator:** [Name Redacted]
- **Date:** [Date Redacted]
K. PRINTING AREA-WIDE IE REPORTS

To view or print reports on missions, IE plans, or budgets, click on the “Go To Reports Menu” link at the top of nearly all Planning-Budgeting System screens.

1. Click on “Go to Reports Menu”

2. Click on Desired Report

   Each report will be generated automatically with up-to-the-minute information.

3. To create a printable report, follow three steps:
   
   (1) Select Fiscal Year (2006-07)
   
   (2) Select Type and Level of Units To Be Reported
   
   (3) Identify the Top Level Unit for the Report

   **Example**
   
   Selecting option 2C and the President will create a report covering the entire college

   **Click on “Create Report”**
EXAMPLE REPORT ON AREA MISSION STATEMENTS

By selecting “Summary Report on Unit Missions” on the Reports Menu, the system will create a printable report in a new window.

This summary report displays all mission statements according to the organizational hierarchy of the area.

The reviewer can now consider the purpose, role, and scope of all Decision Units and Sub-Units as they relate to each other throughout the area.

To produce this example report, the following Report Options were selected:

1) FY 2006-07
2) C-Selected Unit and All Units Reporting To It
3) VP FOR FINANCIAL AND ADMIN SERV

To print a report, use the browser’s print icon or the Control-P keys.

To close a report window, click on the “X” in the upper right corner.

Then use the BACK button to return to other screens.

(Southwest Tennessee Community College)

PLANNING SYSTEM
SUMMARY REPORT ON UNIT MISSIONS
Effective FY 2006-07

VP FOR FINANCIAL AND ADMIN SERVICES (DU 13)
To ensure that adequate resources, financial, human and physical are available to maintain and support the mission of the college and employing a system of adequate internal controls to ensure accountability.

EXEC DIR FOR BUSINESS (DU 14)
To ensure adequate, safe physical facilities are available for students, faculty and staff. To procure quality goods and services, and to provide Human Resource programs, practices and procedures.

Shipping and Receiving (DSU 14.01)

Purchasing & Auxiliary Services (DSU 14.02)
To support the college mission by providing purchasing & auxiliary services that include timely leadership, acquisition, storage, and distribution of quality products & services at the most cost effective prices. To accomplish this mission, we develop & maintain contracts, assist departmental personal in writing specifications, acts as liaison between college personal & vendors, follow sound ethical business practices, & adhere to TSR & college policies & procedures.

Bookstore
To support higher education by being the preeminent provider of academic and collegiate products and services.

Cafeteria
A’BEL Management, Inc. is committed to a quality food service program with nutritional values that will fully enrich the lives of our students, faculty, staff and administration.

Public Safety (DSU 11.01)
To provide law enforcement services and support for faculty, staff and students that will provide a safe environment conducive to learning.

Physical Plant (DSU 11.01)
To promote an atmosphere conducive to learning for all individuals who access Southwest Tennessee Community College, by continuously maintaining, improving and expanding the College’s physical facilities.

EXEC DIR FOR FINANCE (DU 15)
Manage and coordinate all financial operations of the college, including fiscal operations, restricted funds, accounting, payroll, and financial planning/budget in support of the college’s mission.

Fiscal Operations (DSU 15.01)
To provide financial services for the college community, in adherence with established operating policies and procedures, to manage and safeguard the college’s resources/assets in support of the continued quality of its educational programs.

(The report continues throughout all units under this Vice President.)