Being SAGE About Institutional Effectiveness

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Guttman Community College, CUNY

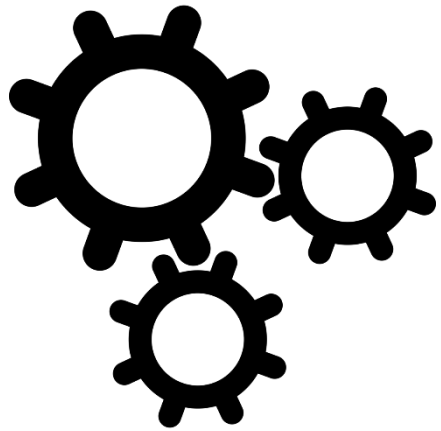
CUNY Institutional Research
& Assessment Retreat
School of Public Health
June 10, 2016

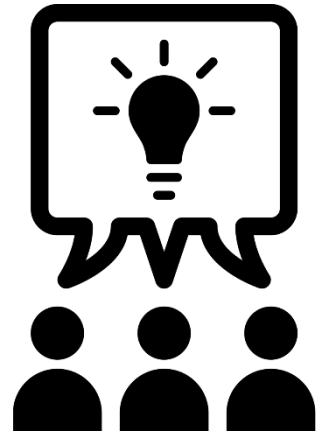
Systematic

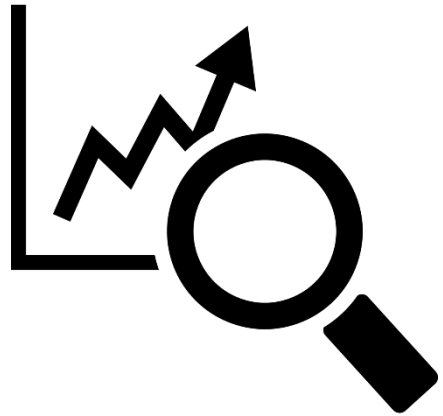
Approach for

Guttman

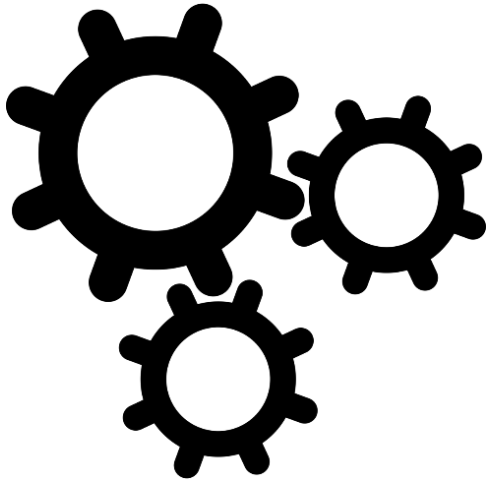
Effectiveness







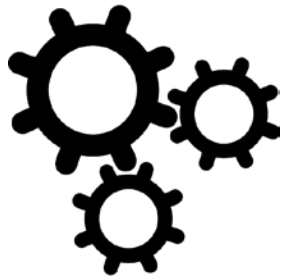
SAGE Framework



Stage 1
Identify Unit Goals, Practices, and Alignment

Stage 2
Support with Evidence

Stage 3
Reflect and Improve



SAGE Framework

Identify Unit Goals and Practices → Support with Evidence → Reflect and Improve

GOALS **What does your unit plan to accomplish this year?** *This is not a wish list, but a realistic list of 3-5 goals.*	PRACTICES **What specific activities does your unit perform in order to achieve its goals?**	ALIGNMENT **How do your unit's goals/practices align with Guttman, CUNY, and accreditation goals and standards?** *The CCE will help your unit with alignment to other key goals and standards*	DATA COLLECTION **What evidence will you collect to show how your unit performed?** *The CCE will also provide your unit with relevant information—when available—from its data sources.*	ACCOMPLISHMENTS **In what ways did your area perform well in relation goals/practices?** *Include specific examples and supporting evidence for success. In cases of multi-year data, identify trends/changes you observed.*	CHALLENGES **What circumstances may have impeded your success?** *Include specific examples and supporting evidence. In cases of multi-year data, identify trends/changes you observed.*	IMPROVEMENTS **If applicable, what are ways to further success or address challenges?** *Describe specific, feasible ideas, including needed resources. Proposed changes will be included as in next year's SAGE plan.*
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2.	•	•	•	•	•	•
3.	•	•	•	•	•	•
4.	•	•	•	•	•	•
5.	•	•	•	•	•	•

Identify Unit Goals and Practices

GOALS	PRACTICES	ALIGNMENT
What does your unit plan to accomplish this year? *This is not a wish list, but a realistic list of 3-5 goals.*	**What specific activities does your unit perform in order to achieve its goals?**	**How do your unit's goals/practices align with Guttman, CUNY, and accreditation goals and standards?** *The CCE will help your unit with alignment to other key goals and standards*

GOALS **What does your unit plan to accomplish this year?** *This is not a wish list, but a realistic list of **3-5** goals.*	PRACTICES **What specific activities does your unit perform in order to achieve its goals?**	ALIGNMENT **How do your unit's goals/practices align with Guttman, CUNY, and accreditation goals and standards?** *The CCE will help your unit with alignment to other key goals and standards*
Support college operations and decision-making by communicating accurate and timely institutional data	•Provide data for adhoc requests and special projects •Analyze and prepare information about student performance, retention, graduation, demographics, and enrollment •Publish Data Snapshots •Disseminate information to Guttman community via reports, presentations, and ePortfolio	•Guttman Strategic Plan 1.9: Use ongoing assessment to inform decisions about student learning and professional development and to improve institutional practice •MSCHE Standard 7: Institutional Assessment

Support with Evidence

DATA COLLECTION

What evidence will you collect to show how your unit performed?

The CCE will also provide your unit with relevant information—when available—from its data sources.

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- # of ad hoc requests completed
- Examples of type of requests
- Guttman community's satisfaction with CCE support
- # of published Data Snapshots
- Examples of type of reports
- Examples of how information was used to make decisions

Reflect and Improve

ACCOMPLISHMENTS	CHALLENGES	IMPROVEMENTS
In what ways did your area perform well in relation goals/practices? *Include specific examples and supporting evidence for success. In cases of multi-year data, identify trends/changes you observed.*	**What circumstances may have impeded your success?** *Include specific examples and supporting evidence. In cases of multi-year data, identify trends/changes you observed.*	**If applicable, what are ways to further success or address challenges?** *Describe specific, feasible ideas, including needed resources. Proposed changes will be included as in next year's SAGE plan.*

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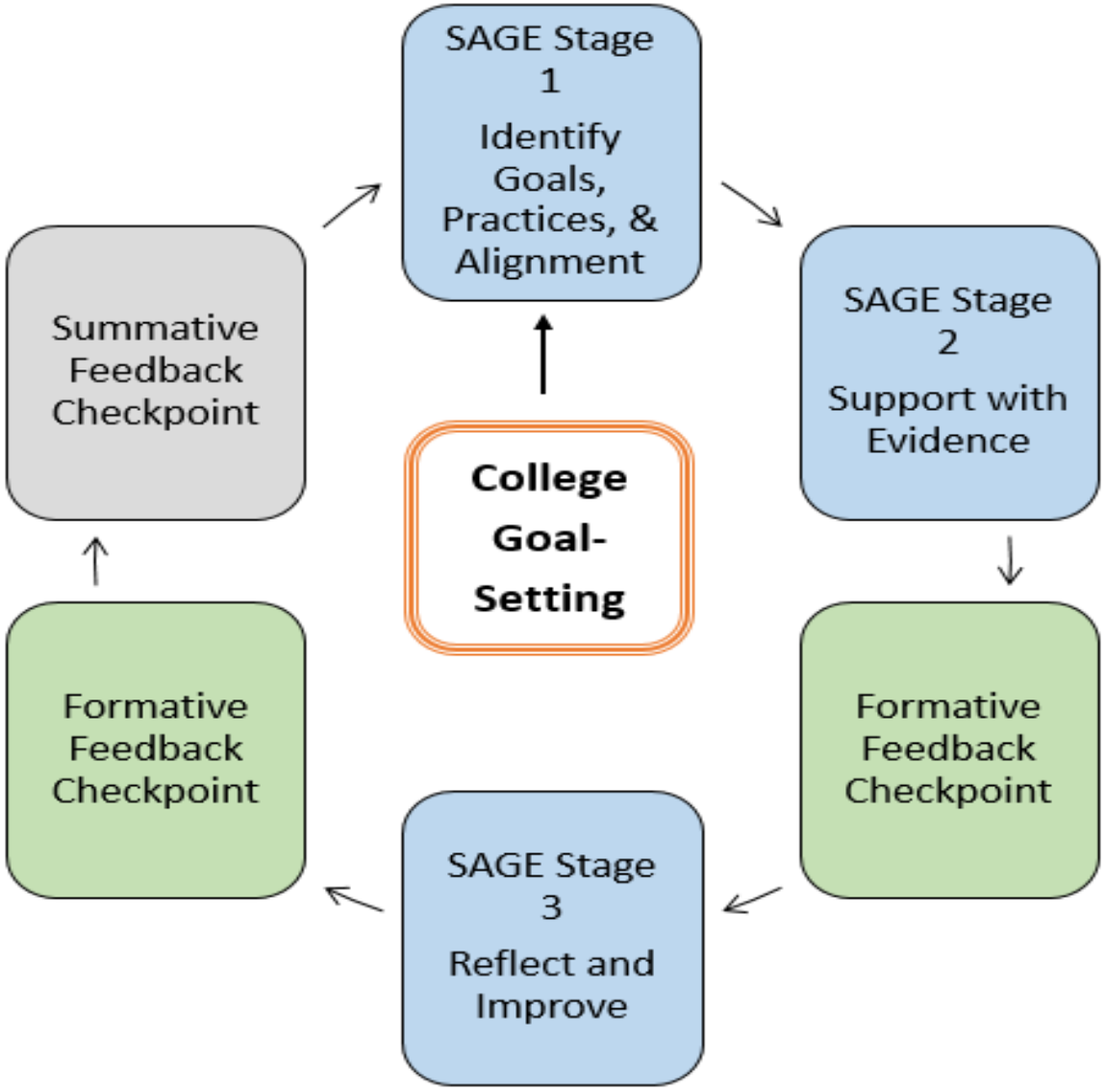
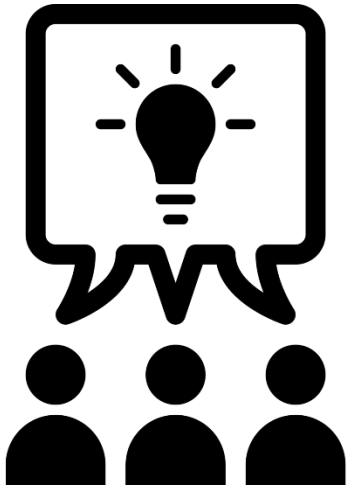
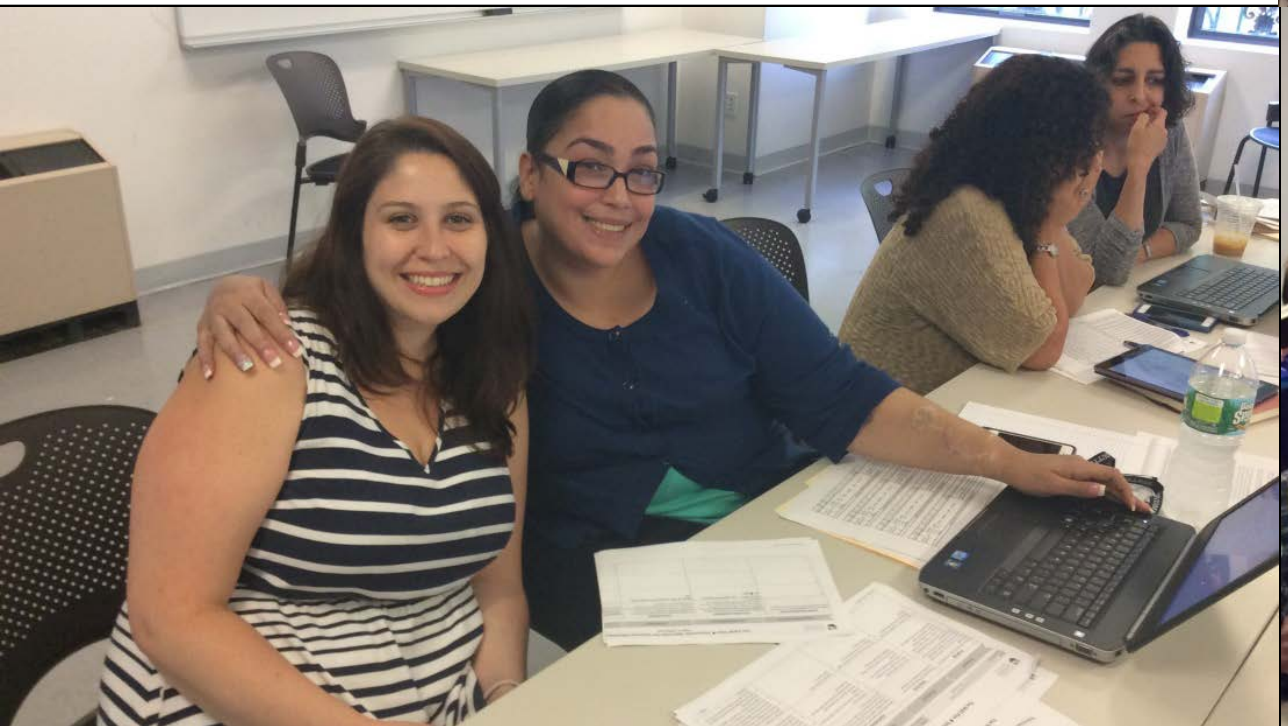
Responded to 135 documented ad hoc requests for information (September 2014-July 2015)	Responded to 135 documented ad hoc requests for information (September 2014-July 2015)	Include regular ad hoc request in annual calendar of reports Partner with IT to launch an interactive data dashboard

SAGE Framework

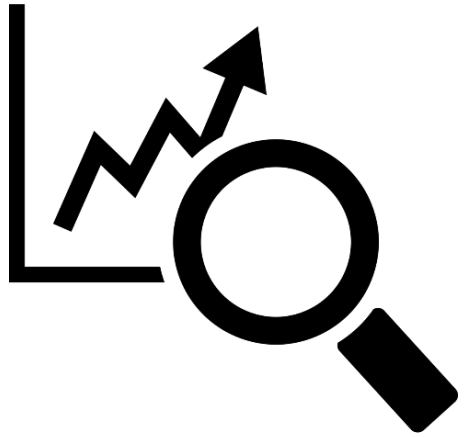


SAGE Engagement

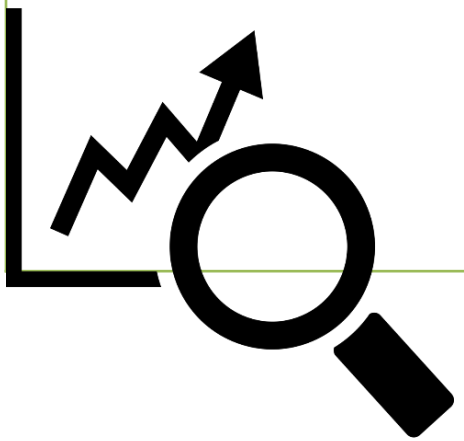




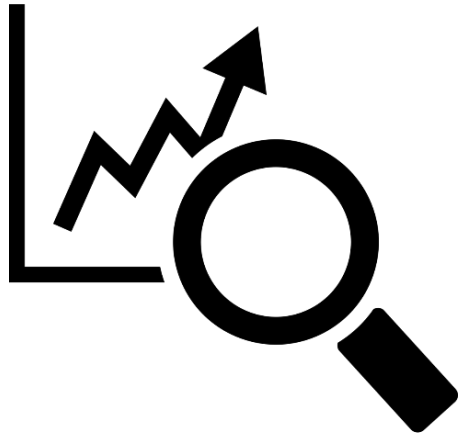
SAGE Evidence



Surveys	Unit Items
Guttman Faculty and Staff Survey	7. Information Technology (IT) provides me with timely/appropriate support. 20. I have college access to the technology/software I need to do my job.
Guttman Student Survey	33. IT (Information Technology) Helpdesk
Noel Levitz Student Satisfaction Inventory Survey Item	34. Computer labs are adequate and accessible.
CUNY Student Experience Survey	My college offers adequate wireless access on campus. My college offers adequate access to lab software for home use. My college offers adequate access to lab software on campus. My college offers adequate meeting space with multimedia access. My college offers adequate access to printing. My college offers adequate online storage space for course-related files. My college offers help desk service during the hours I need.



SAGE Evidence



STELLA AND CHARLES GUTTMAN COMMUNITY COLLEGE

2014-2015 SAGE Highlights

Systematic

Approach *for*

Guttman

Effectiveness

The Center for College Effectiveness
September 2015

Standard 2: Planning, Resource Allocation, and Institutional Renewal

An institution conducts ongoing planning and resource allocation based on its mission and goals, develops objectives to achieve them, and utilizes the results of its assessment activities for institutional renewal. Implementation and subsequent evaluation of the success of the strategic plan and resource allocation support the development and change necessary to improve and to maintain institutional quality.

✚ SAGE Strengths by Unit: Standard 2

- ✚ Business Office: For FY2014, there were no business office findings in the KPMG audit.
- ✚ Business Office: Directive 1 submitted in March 2015.
- ✚ Business Office: Business Office: For FY2015, the Business Office handled 569 purchases (excluding personal reimbursements and travel). The peak of 120 purchases in February 2015 correlated with CUNY Central's initial deadline for FY close of fiscal year.
- ✚ Business Office: A majority of faculty (59%) agree/strongly agree that the Business Office provides me with timely/appropriate support (Guttman Faculty/Staff Survey, Spring 2015). The type of services that each unit uses is very different. For faculty, it is primarily travel reimbursement. For staff, it is primarily purchase of goods.

■ SAGE Challenges and Suggested Improvements by Unit: Standard 2

- ■ Business Office: Inadequate staffing. Suggested Improvement: Fill staff vacancies (two accountant, assistant bursar*, budget coordinator*). *In progress
- ■ Business Office: Would like greater ease in data collection for reporting
- ■ Business Office: Only 45% of staff agree/strongly agree that the Business Office provides me with timely/appropriate support (Guttman Faculty/Staff Survey, Spring 2015). For staff, a lot of the procurements are handled by purchase orders that are created by Central Office Purchasing. With onset of using procurement shared services to a greater extent, faculty/staff will need to have a better understanding of what is the responsibility of Guttman's business office and what is the responsibility of shared services.

Being SAGE

Review the SAGE Template
List one goal
List your practices in support of the goal
If possible, identify areas of alignment
Select related data as evidence

STELLA AND CHARLES GUTTMAN COMMUNITY COLLEGE

The SAGE Plan ♦ Systematic Approach for Guttman Effectiveness 2015-2016

Unit		Contact Person's Title	
Contact Person		Contact Person's Email Address	

Identify Unit Goals and Practices | Support with Evidence | Reflect and Improve

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Being SAGE

- ✓Acknowledge that units do not need to be experts
- ✓Offer templates and examples
- ✓Make expectations clear
- ✓Align work with existing initiatives
- ✓Build momentum with willing participants
- ✓Celebrate accomplishments

Guttman Community College

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