Institutional Effectiveness Continuous Improvement Planning Process

**Mission, Values**

- Faculty and Staff Training and Development
- Metrics and Unit Improvement Planning
- Employee Performance Improvement Planning

**Quality Processes**

- General Education Student Learning Outcomes
- Student Learning Program Outcomes
- Program Evaluation Outcomes
- Students, community and other stakeholder outcomes (i.e. job placement, licensure, satisfaction, enrollment, retention, persistence and student success, complaint/grievance management, awards, ratings, recognitions)
- Employee outcomes (i.e. staffing levels qualifications, and department metrics)
- Leadership outcomes (i.e. accreditation and regulatory compliance)
- Budgetary Outcomes (i.e. grants, financial performance measures)
- Key Effectiveness Indicators (metrics)

**Operational Planning Processes**

- Budget
- Facilities
- Program General Education
- Technology
- Operational, Units, Institutional Planning

**Performance and Process Evaluation**

- Unit Operational Plans and Metrics
- Budget Plans
- Facilities and Academic Master Plan
- End of the Year Institutional Baldrige Report
- Educational Program Management & General Education Plans
- Annual Program and General Education Outcomes
- Technology Plan
- Performance Evaluation Plans
- Capital Improvement Plans
- Distance Education Plan
- Campus Safety and Emergency Management Plans
- Campus Safety Report

**Feedback Processes**

- Program Review Committees
- Student Evaluation of Instruction
- Complaint processes
- Communication processes
- Graduate Surveys
- Employer Surveys
- Advisory Committees
- DACUMs
- Accrediting Agencies
- Community Impact Studies and environmental SCAN

**Strategic Planning Process**

- College Leadership (including Area Commission)
  - Goal Setting
  - Strategy development
  - Action plan from planning units
  - Unit Plan Assessment

**Performance Results**

- College Leadership (including Area Commission)