

AQIP Action Project Proposal: Performance Excellence E-Portfolio

- A. Give this Action Project a short title in 10 words or fewer.

Create a Performance Excellence E-Portfolio to Enhance Organizational Effectiveness

- B. Describe this Action Project's goals in 100 words or fewer.

The goal of this Action Project is to enhance organizational effectiveness and sustain a culture of evidence by creating a Performance Excellence E-Portfolio. The E-Portfolio will serve as a platform for examination and documentation of the college's continuous improvement processes and systems. Components will include a visual process map portraying alignment of systems with the college's mission and vision. From the visual map it will be possible to drill down to indicators of effectiveness (retired AQIP Action Project) and other relevant data and information that document process effectiveness across the college and support decision making.

- C. Identify the single AQIP Category that this Action Project will most affect or impact.

Primary Category: Planning Continuous Improvement

- D. Describe briefly your institution's reasons for taking on this Action Project now – why the project and its goals are high among your current priorities.

Development of a Performance Excellence E-Portfolio will facilitate a clearer understanding of the alignment among the multitude of processes that support the college's mission and vision, thereby facilitating and sustaining the examination and continuous improvement of processes across the college. This project builds on previous Action Projects that identified indicators of effectiveness. Further impetus for this project is provided by the College's AQIP Quality Checkup Report which stated that the college has "...established a solid foundation for gathering and analyzing the appropriate data required to determine institutional progress toward achieving the institution's six institutional priorities." While the foundation exists, accessibility of the information by all interested stakeholders has been limited by lack of a centralized repository and user-friendly interface. Therefore, this Action Project will create easy stakeholder access to institutional indicators and other continuous improvement data measuring progress toward the college's priorities and supporting decision making and policy planning.

- E. List the organizational areas – institutional departments, programs, divisions, or units – most affected by or involved in this Action Project:

Potentially, all areas of the organization will be affected as data is accessed for program reviews, operation systems reviews, strategic planning, and focus groups, among others. The Office of Institutional Effectiveness and Planning will be primarily responsible for providing the drill-down data.

- F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve.

By strengthening the ability of administrators and other stakeholders to use data to manage and make decisions, this action project will improve:

- Strategic planning (long-term)
- Tactical planning (short-term)
- Operational planning and decision-making (daily)

- G. Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion).

A two-year period for completion of this project will include investigation and creation of a visual process map; identification and collection of relevant data and reports; pilot testing and refinement of the E-Portfolio; and development of a process to maintain the E-Portfolio dynamically over time.

- H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing.

The first six months will be used to develop the visual process map. During the next six months, relevant reports and data will be identified and linked to the map, thereby enabling users to drill down from summary information to more detailed data sources. Over the next half year the data capabilities of the E-portfolio will be pilot tested, complete with orientation and training sessions for stakeholders. In the final six months, improvements will be implemented, based on feedback from users.

Systematic and comprehensive monitoring of the project will be the responsibility of the college's Institutional Planning Council – a council comprised of employees from all employment groups (i.e., administrators, faculty, professional/technical, and staff). Formative evaluations will be conducted by the Council at six-month intervals to assess whether intermediate milestones are being achieved according to specified timelines and whether adjustment of

action steps is necessary in order to assure optimum progress. A summative evaluation at the conclusion of the project will measure the extent to which anticipated benefits are achieved. Findings from the evaluations will be shared periodically with the institution's Administrative Leadership Team, Staff Council, and Faculty Senate for feedback and input.

- I. Describe the "outcome" measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals.

At the end of this project, the college should have an institutional effectiveness e-portfolio with a visual process map supporting and sustaining assessment of process alignment with the institution's mission, vision, and values. In addition, the process map should include drill down capabilities linking to indicators, benchmarks, and other relevant data and reports. "Success" will also be indexed quantitatively by

- The number of times the data links are utilized.
- The number of users.
- User satisfaction ratings regarding the model's drill down capabilities.

- J. Other information

Action Plan:

- Educate the campus community about the Performance Excellence E-Portfolio.
- Create a committee with representatives from across the campus community to create the E-Portfolio.
- Develop and process preliminary E-Portfolio components with key groups, including administrators, faculty, and staff.
- Create the infrastructure necessary to link the visual map to drill-down data.
- Provide the campus community with an orientation and training in use of the performance excellence model.
- Develop a process to maintain the E-Portfolio dynamically over time.
- Gather feedback, both quantitative and qualitative, regarding the piloted E-Portfolio.
- Make recommendations for improvements.
- Implement improvements.
- Communicate and monitor changes.

- K. Project Leader and Contact Person

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