



SACS COC™
Moving Forward with Purpose
Strategic Plan 2018-2023
Progress to Goals—2020-2021

--Executive Council Update, December 2020--

Goal 1.1: Maintain focus on Student Learning and Achievement.

Continue developing and fine-tuning expectations regarding completion and other measures of student success.

- ✓ Conducted analysis of non-compliance factors as well as common institutional approaches in responding to CR 8.1.
- ✓ Began revision of the Resource Manual, including fine-tuning expectations related to CR 8.1

Provide data reports and relevant professional development opportunities to stimulate the sharing of best practices for enhancing student learning and achievement.

- ✓ Produced annual student loan debt report (Commission-wide, key institutional segments, top/bottom performing institutions).
- ✓ Began synthesis of common institutional approaches in addressing student debt education.
- ✓ Conducted COVID-19 survey to capture (among other things) institutional response to pandemic in academic/student support areas as well as institutional perceptions of the pandemic's impact on student learning and completion.

Stimulate the sharing of best practices for enhancing student learning and achievement by providing data reports and relevant professional development opportunities

- ✓ Secured \$770K+ grant from the Gates Foundation to facilitate institutional access to and use of disaggregated student completion data collected by the National Student Clearinghouse.
- ✓ Conducted a review of currency of student completion data posted on institutional student achievement webpages.

Goal 1.2: Support innovation and responsiveness for our member institutions within the changing landscape of higher education

Continue to revise policy and process in order to provide timely and thoughtful substantive change review.

- ✓ Completed a major revision of the *Substantive Change Policy and Procedures*, approved by the Board in September 2020.

Provide frameworks and approaches for non-traditional higher education experiences, including dual enrollment, prior learning, competency-based pathways to completion, etc.

- ✓ [Key project for this objective – “Non-Credit to Credit Conversion” was completed in Spring 2020]

- ✓ Conducted COVID-19 survey to capture (among other things) institutional approaches to ensure quality in dual enrollment arrangements in the pandemic environment.

Goal 2.1: Use the tools of technology to enhance the effectiveness, efficiency, and quality of unit operations and internal collaboration.

Implement all phases of the Salesforce integrated database, including all requisite training and communication to ease transition.

- ✓ Provided training for SACSCOC Board Members, Special Readers, and staff regarding how to access C&R Materials via Box for review.

Evaluate and re-design business processes based on the effective use of technology.

- ✓ Shifted plan to gather feedback from select visiting committees regarding their ideas for the electronic submission of reports and for declaring conflicts of interest to Spring 2021 to coincide with the implementation of direct uploading reports to Box by member institutions.

Goal 2.2: Better serve the needs of our constituents—SACSCOC member institutions, students and their families, the public, the US Department of Education, congress—through technology.

Optimize Salesforce features to allow for more direct institutional engagement and use (e.g. updating information, uploading reports, reviewing information).

- ✓ Sent reminders to Institutional Liaisons in November 2020 to encourage those who have not yet logged into the Institutional Portal (implemented in spring) to do so, as part of their duty is to ensure that the information therein is accurate.
- ✓ Implemented the meetings portion of the Evaluator Portal

Create brief “hot topic” videos to address different constituent needs.

- ✓ Reviewed and updated list of possible topics for video development.
- ✓ Confirmed that two videos are under development.

Goal 3.1: Reimagine how to best deliver training and professional development to institutional representatives, peer evaluators, SACSCOC board members, and SACSCOC staff and revise training experiences for those.

Create a more robust training program for accreditation liaisons

- ✓ Delayed developing a manual and delivering a webinar for Accreditation Liaisons until Spring/Summer 2021.

Goal 4.1: Clearly articulate and communicate the purpose and value proposition of SACSCOC.

Develop a comprehensive, integrated, strategic communication plan centered on the Commission’s value proposition.

Create widely-distributed external communications through multiple media highlighting “What we do,” focusing on student success and educational quality tied to accreditation efforts/activities of the institution

- ✓ Shifted communication plan development and subsequent external communication activities to Spring 2021 due to the pandemic.

Goal 4.2: Shape the future of accreditation by working with our SACSCOC member Institutions, C-RAC partners, CHEA, SHEEOs, legislators, and others with a common interest in promoting quality in higher education.

Create opportunities for new and continuing collaboration and dialogue

- ✓ Participated in the CHEA Annual Meeting