SACS COC™

Moving Forward with Purpose

Strategic Plan 2018-2023

Year Five—2022-2023
Planned Actions
--Executive Council Update, June 2023--

Goal 1.1: Maintain focus on Student Learning and Achievement.

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

- ✓ Explore Postsecondary Data Partnership (PDP) project considered by C-RAC and Gates Foundation to gain access to the National Student Clearinghouse (NSC) data as well as other national data-- In progress (3-year grant received in cooperation w/NWCCU and 1st cohort of schools recruited) - COMPLETED
- ✓ Add non-compliance data component to the dashboard – Rolling into New Plan
- ✓ Identify and integrate peer evaluator training case studies based on the 2018 Principles – COMPLETED
- ✓ Integrate information on (i) the Key Student Completion Indicator (KSCI) and (ii) student achievement data disaggregation expectations in the IAL Information Sessions— IAL info sessions will be resumed in Fall 2022 - COMPLETED
- ✓ Remind IALs to ensure currency and accuracy of information posted on institutional student achievement webpages linked through SACSCOC website - COMPLETED

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

- ✓ Offer staff sessions on research findings related to non-compliance factors as well as good practices on Standard 8.1 (Student achievement) as well as Standard 8.2 (Student outcomes) at the Annual Meeting and Summer Institute - COMPLETED
- ✓ Identify good practice institutions to serve as co-presenters /panelists on staff sessions related to Standards 8.1 and 8.2 at the Summer Institute and Annual Meeting - COMPLETED
- ✓ Conduct a webinar and/or produce a "hot topic video(s)" on expectations related to (i) Key Student Completion Indicator (KSCI) and (ii) student achievement data disaggregation (cross-referenced with goal 2.2) – In Progress
- ✓ Produce a manuscript (white paper/article) on student achievement data and strategies at HBCUs - Rolling into the New Plan
- ✓ Extract SACSCOC information on completion/student debt from the USDE/NACIQI Accreditor Data Performance file - COMPLETED
- ✓ Produce annual student loan debt report (Commission-wide, key institutional segments, top/bottom performing institutions) In progress (June 2023).

- ✓ Produce annual student completion report (Commission-wide, key institutional segments, top/bottom performing institutions) In progress (June 2023).

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.

- ✓ Develop and deliver training for institutions on new policy requirements, viz., through webinars and face-to-face workshops—On-Going
- ✓ Assess substantive change staffing needs related to projected volume of submissions under the revised policy--COMPLETED
- ✓ Determine modifications to Salesforce and processes to support the revised policy with one full year of experience in Salesforce--COMPLETED
- ✓ Use first-year turnaround/processing time as the benchmark at assess turnaround time for the current year—On-Going
- ✓ Create at least one Hot Topics video on an FAQ or emerging substantive change topic—Rolling into the New Plan

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.

- ✓ Continue to build customized features to meet Commission needs and optimize process flow (e.g. Presidential Actions Institutional Special Response) In-Progress
- ✓ Develop brief Camtasia presentations and related documentation to guide staff through common functions of Salesforce Have created documentation and some helper videos--On-Going

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

- ✓ Continue to evaluate the C&R process in light of Salesforce implementation—On-Going

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).

- ✓ Upgrade the Institutional Portal to include step cards to facilitate workflow for committee reviews COMPLETED / Portal has been upgraded to utilize step cards; upgrades will be On-Going.
- ✓ Update policies and procedures for document submissions through the Institutional Portal, including appendix for "Reports Submitted for SACSCOC Review" that includes institutional guidance for electronic submissions COMPLETED / COMPLETED, will continue to monitor for additional updates to Appendix A

- ✓ Continue to develop training materials for users COMPLETED; On-Going
- ✓ Complete pilot training and gathered feedback from beta testers for the Institutional Portal COMPLETED
- ✓ Demo the Institutional Portal during the Annual Meeting and of the Evaluator Portal during the Chair Breakfast of the Annual Meeting --COMPLETED
- ✓ Developed and Deployed in conjunction with Substantive Change Office, the Substantive Change Screening Form. On-Going updates.
- ✓ Developed and deployed the online updating for OCIS, which allows institutions to make real time edits to OCIS, to include Name Change, Address Change, Incarcerated Students and PEP designation (after second PEP approval)--COMPLETED
- ✓ Evaluator/Volunteer Portal has also been updated to allow evaluators to download documentation uploaded by Institutions--COMPLETED
- ✓ Upgraded the Institutional Portal to display Actions for Institutions--COMPLETED
- ✓ Upgraded the Institutional Portal to allow OCIS, Revies, Substantive Changes, Annual Update and Evaluators to be downloaded to Spreadsheet--COMPLETED

Create brief "hot topic" videos to address different constituent needs.
- ✓ Develop brief assessment survey to gather feedback from viewers - COMPLETED
- ✓ Add a link or reference a link at the end of the videos where feedback can be provided – In progress
- ✓ Re-record the one minute "promo" video featuring Dr. Wheelan – In progress
- ✓ Post hot topic video on complaints – Rolling into New Plan
- ✓ Post revised/ (Create) updated hot topic videos on registrar-related topics and embed assessment survey – Rolling into New Plan
- ✓ Link hot topics page/site to Donna Barrett's videos - In Progress
- ✓ Develop script for video related to CR 8.1 – COMPLETED
- ✓ Post videos for CR 8.1 and embed assessment survey – In Progress
- ✓ Review/Analyze feedback from surveys – Rolling into New Plan
- ✓ Share survey results in Staff Meeting, and use the results to improve the videos and the delivery/presentation of the videos – Rolling into New Plan

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.

Develop a documentation process for evaluator and liaison training sessions to recognize participant effort and to verify participant learning/competence via an assessment process using case examples
- ✓ Re-build Evaluator Training within Moodle – COMPLETED
- ✓ Develop a set of post-training quizzes/assessments that evaluators will have to successfully pass to receive a certificate of training completion – In progress for completion Spring 2023

Create a more robust training program for accreditation liaisons
- ✓ Develop a manual for Accreditation Liaisons, along with some Hot Topic videos – Rolling into the new plan.
- ✓ Provide a webinar for institutional liaisons - A Moodle site was developed instead to facilitate IAL training--COMPLETED

- ✓ Info sessions at regional drive-in – Resumes Spring 2023 --COMPLETED
- ✓ IAL Sessions at Annual Meeting and Summer Institute – COMPLETED for the Annual Meeting (during the past few years). IAL Sessions at the Summer Institute were not developed as the Annual Meeting was deemed the more appropriate setting to provide these sessions.

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

- ✓ Develop a strategic communication plan to promote the SACSCOC Value Proposition--Rolling into New Plan

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

- ✓ Write a series of "what we do" statements in light of the Commission's adopted Value Proposition --Rolling into New Plan
- ✓ Integrate the "what we do" statements into the newly developed website and/or the resources provided there where appropriate --Rolling into New Plan

Enhance the Commission web presence to be more person-facing, focused on Commission's value-added/value proposition, more than a document repository, and written for the web (more visual, more scan-able)

- ✓ Maintain Website—On-Going

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

- ✓ Collect data on attendance at meetings --On-Going
- ✓ Continue bi-weekly phone calls with C-RAC --On-Going
- ✓ Continue visits to the Hill (Suspended until October) --On-Going
- ✓ Distribute Legislative brochures to membership (Card) --On-Going
- ✓ Continue Evaluator, Chair, and Liaison Training --On-Going
- ✓ Provide information to members for use in their institutional press releases --On-Going
- ✓ Update & distribute the legislative brochure --On-Going

Identify shared values and priorities

- ✓ Collect data from Fifth-Year and Decennial Review reports --On-Going
- ✓ Train peer reviewers on interpreting data --On-Going
- ✓ Continued participation in C-RAC's Ad Hoc Committee on For-Profit Institutions --COMPLETED