



## Moving Forward with Purpose

Strategic Plan 2018-2023

Activities for Spring/Summer 2022

--Executive Council Update, June 2022--

*\* Items in blue font are completed or ongoing as of the time of this report. Items in red font are planned for completion during the summer.*

### Goal 1.1: Maintain focus on Student Learning and Achievement.

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

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

- ✓ *Offering session at Summer Institute on research findings related to non-compliance factors as well as good practices on CR 8.1 at the 2022 Summer Institute*
- ✓ *Identified good practice institutions to serve as co-presenters/panelists on staff sessions related to CR 8.1 and 8.2 for the 2022 Summer Institute*
- ✓ *Working with the "Hot Topics" group to produce videos on
  - (i) structure (compliance components) of CR 8.1 and
  - (ii) specific expectations related to the Key Student Completion Indicator (KSCI) component on CR 8.1.*
- ✓ *Produce annual student completion report.*
- ✓ *Produce annual student debt report.*

### 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.

- ✓ *Developed and delivered two new webinars for institutions on new policy requirements: Off-Campus Instructional Sites and Extensive Review*
- ✓ *Assessed substantive change staffing needs related to projected volume of submissions under the revised policy*
- ✓ *Determined all modifications to Salesforce and processes are in place to support the revised policy*
- ✓ *Use turnaround/processing times to set performance benchmarks*
- ✓ *Produce at least one short Hot Topics video on a substantive change FAQ or emerging issue*
- ✓ *Develop and deliver at least one new substantive change webinar: either on writing an effective prospectus –OR– on cooperative academic arrangements*

## **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.*
- ✓ *Develop brief video presentations and related documentation to guide staff through common functions of Salesforce.*

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

- ✓ *Gather feedback from select visiting committees regarding their ideas for the electronic submission of reports and for declaring conflicts of interest.*

## **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).**

- ✓ *Making ongoing upgrades to Institutional Portal, including Identified step cards to document workflow for committee reviews*
- ✓ *Developed draft appendix for “Reports Submitted for SACSCOC Review” that includes institutional guidance for electronic submissions.*
- ✓ *Surveyed beta testers for pilot testing of electronic submissions.*

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

- ✓ *Developed brief assessment survey to gather feedback from viewers*
- ✓ *Posted two hot topic videos*
  - *Core Requirement 8.1 (Student achievement)*
  - *Key Student Completion Indicator*
- ✓ *Revising two more videos after the first round of vetting: Complaints and Standard 14.1 (Publication of accreditation status)*

**Revamp FAQs for specific process areas (e.g., annual reporting, reaffirmation process, fifth year process, substantive change process, etc.)**

- ✓ *Collaborating with the Hot Topic Videos team to develop videos specific to FAQs; video on complaints under revision after first round of vetting*

## **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.**

**Address identified gap areas in current training**

- ✓ *Re-launched training for Student Services peer evaluators and launch training for CEO peer evaluators.*

- ✓ Reviewed the professional development information made available for SACSCOC staff and will recommend changes as needed to better serve staff needs.

**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.**

- ✓ Develop a set of post-training quizzes/assessments that evaluators will have to successfully pass to receive a certificate of training completion by using a built-in assessment module within the new version of the Blackboard Coursesites systems we've transitioned to as the support platform for peer evaluator training.

**Create a more robust training program for accreditation liaisons**

- ✓ Develop a manual for Accreditation Liaisons, along with some Hot Topic videos.
- ✓ Provide a webinar for institutional liaisons

#### **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.**

- ✓ Proposing value proposition statement to Council in March 2022 with Board approval in June 2022.

*SACSCOC assures educational quality and integrity, fosters continuous self-improvement, and promotes student success that engages member institutions in an accountable, transparent, and peer reviewed institutional accreditation process.*

**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**

#### **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**

- ✓ Resumed the hosting of President's Day activities and meeting with First time presidents at the Annual meeting