Building for the Future: Developing a Culture of Continuous Compliance and Improvement

Session Objectives

• Discuss lessons learned
  – Orchestrating Fifth-Year Interim Report and Compliance Certification
  – Building rapport with affiliate units
  – Preparing SACSCOC reaffirmation

• Explain development/implementation of systematic process to
  – Ensure continuous compliance with new standards and requirements
  – Highlight how the University is aligning institutional documentation with the new SACSCOC standards.

• Share experiences with using
  – Home grown systems and vendor technology

• Participants share experiences with alternative organizational approaches to ensure continuous compliance
Who We Are

• Large Track B institution
• Over 30,000 students
• Responsibilities
  – Preparing USC-Columbia’s institution’s 2021 Compliance Certification
  – Ensuring curriculum/program approval and notification/approval to CHE/SACSCOC
• Working to develop sustainable model

Who We Are

• Since last reaccreditation in 2011, USC-Columbia has pursued a series of transformational initiatives
  – revamping general education program
  – reworking of distance learning offerings
  – instituting a dynamic QEP for beyond-the-classroom learning
  – implementing a comprehensive content management system institutional and academic functioning
Lessons Learned

- Fifth-Year Interim Report and On-site Visit
  - Can’t wait until the 11th hour to prepare
  - Time preparing for SACSCOC reaccreditation cycle can be huge
    - Previously spent 3-4 years preparing for each SACSCOC reaccreditation cycle
  - Reporting digitally
    - frees up energy for new innovative projects
    - makes continuous compliance not just feasible, but desired by all parties involved

Current Adventures

- Crafting concrete continuous accreditation compliance timeline
- Assigning long-term responsibility for each standard
- Managing/editing policies
- Convening key stakeholders on a regular basis
Result of Lessons Learned and Current Adventures

• Widespread buy-in among
  – key administrators
  – college stakeholders

• Collaboration between the Office of Institutional Research, Assessment and Analytics (OIRAA) and the Office of Academic Programs (OAP)
  – to equip University with tools and expertise to ensure continuous compliance

Systematic Approach

• Home Grown Systems and Vendor Technology
  – Accreditation Spreadsheet w/ Links to Documentation
  – APC
  – APPS
  – Baseline Spreadsheet
  – Blueprints
  – Compliance/Faculty Credentials Software
  – Provost Preauthorization w/ Substantive Change Questions
  – Shared Drive
  – University Bulletin
  – Website and Resource Center
Pre-Authorization
New Program Example

• General Information
• Why now?
• What is the demand for the new program?
• What is the impact on USC’s reputation?
• What is the return on investment?
• How is this new program going to be sustainable?
• What are the resource requirements?
  – SACSCOC substantive change questions

Pre-Authorization, APPS, BOT, CHE, SACSCOC

Academic Programs Proposal System (APPS)

The Academic Programs Proposal System (APPS) is a web-based submission and approval system developed to facilitate the submission and approval process for course and program curriculum forms.

Users include anyone who wishes to submit a proposal (proponents), those with approval authority for proposals (approvers), and those sitting on college or university committees responsible for reviewing the proposals (committee reviewers).
Systematic Approach

- Development/Implementation of Systematic Process
  - Meeting with campus senior officials
  - APL Committee
  - Deciding on writers for each standard
  - Meeting/training writers
  - Implementation and review of standards

Systematic Approach

- Development/Implementation of Systematic Process
  - USC System and Impact on Accreditation
  - New SACSCOC BOT Self Evaluation Standard
  - USC Resource Site
Systematic Approach

- Four Step Process

Identify Plan Evaluate Execute

Institutional Change Models

CREATE a sense of urgency
INSTITUTE change
BUILD a guiding coalition
FORM a strategic vision and initiatives
GENERATE short-term wins
ENLIST a volunteer army
ENABLE action by removing barriers

Kotter’s 8 Step Model, Accelerate, 2014.
Continuous Compliance

Group 13 Financial and Physical Resources
Due May 1

Group 14 Transparency and Institutional Representation
Due June 1

Continuous Compliance Review Cycle Continues

Group 1, 2, and 3 Integrity, Mission, Basic Eligibility Standards
Due July 1

Your Experiences

• What Experience Have You Had That We Can Learn From?

SHARE
We Hope You Now Can

• Discuss effective techniques to orchestrate compliance plan
• Build rapport with and encourage accountability among institutional leaders
• Develop continuous compliance planning calendars
• Utilize information to develop a resource site for University stakeholders

Questions?