

What's New?

This will be our last newsletter until October. We will use the months of August and September to provide support for ACE closing the loop and planning activities, and assessment support.

- ★ **Assessment Timeline Reminder** – The most recent and pending assessment timeline is presented.
- ★ **Helpful Reminders and Support: ACE and SLO/PLO** – Things to remember that may help you
- ★ **Quick Guides to Compliance Assist's New Look** – Links for the Quick Guides are provided

Deadlines: ACE and Learning Outcomes (SLO/PLO)

Below are the deadlines for ACE and Learning Outcomes. All dates follow the standard ACE and SLO Calendar. As always, the SPA team is here to support your IE efforts with open labs, team meetings, trainings, and consultation.

ACE:

September 30: Closing the Loop for 2017-18 - All information in the ACE Form is to be completed (Final Results, Interpretation of Results, and Recommendations).

September 30: Planning for 2018-19 - All Planning information in the ACE Form is to be completed.

SLO & PLO Assessment:

August 22 (CT Day), 2018: Curriculum Teams select courses/SLOs for AY 2018-19 SLO assessment and complete the Curriculum Team Form (under SLO Form tab in Compliance Assist).

August 31, 2018: SLO Assessment Plans are due; PLO Assessment Plans are updated (these plans are auto-rolled over from the previous year).

September 15, 2018: SLO and PLO Closing-the-Loop reports (AY 2017-18) are due.

Helpful Reminders and Support: ACE and SLO/PLO

ACE: Reminder to Complete Dropdowns in ACE Form

Please remember to complete all the dropdowns at the top of the form, including ...

- ✓ Intuitional Initiative Supported
- ✓ Core Metric Supported

Do your best to identify if your objective supports any of the initiatives and or Core Metrics listed. If your objective is not related to any of the available choices, choose Not Applicable (NA)

LSC Strategic Goal
Choose the system level goal that is associated with the unit level objective you are working on.
Goal 4: Culture

LSC Strategic Objective
Choose the system level objective that is associated with the unit level objective you are working on.
4.5 Communication and Transparency: En

Institutional Initiative supported
Choose the Institutional Initiative that this objective supports.
Strategic Enrollment Management (SEM) P

Core Metric supported
Choose the Core Metric that this objective supports.
Not Applicable

ACE: Training Available

SPA offers both, individual and team training. During the Spring and Summer terms, not only did SPA train individuals, but we also trained and facilitated two large teams –LSC-Kingwood’s Student Success area and the OGC area. Based on need, the meetings included a review of the ACE process, its utility, the major goals for the area, and individual action steps to support the goals. A team approach not only helps to support project management (getting everyone on the same page), but also helps to foster camaraderie and feelings of team empowerment. In short, planning is done, *Better Together*.

ACE: Timeline of Reminder Emails for Planning and Closing the Loop

Below is a timeline of reminders and information that will sent out for the ACE forms:

- ✓ Sept 3 – Reminder sent to everyone including presidents and vice chancellors
- ✓ Sept 14 – Reminders and Gap reports sent to everyone excluding presidents and vice chancellors (Gap report will be sent ONLY for the Closing the Loop Form)
- ✓ Sept. 28 – Final Reminder sent to everyone including presidents (no gap report sent)
- ✓ Sept. 30 ACE Planning and Closing the Loop Forms due in Compliance Assist
- ✓ Oct. 19 Completion Status Report (also known as a Gap Report, but after the fact) sent for Planning 2018-19 and Closing the Loop 2017-18 to everyone, including presidents

SLO/PLO: Links to Helpful Information

- **SLO and PLO Timeline (AY 2018-19):**
<http://www.lonestar.edu/departments/institutionaleffectiveness/SLO-Timeline-AY18-19-Final.pdf>
- **SLO Quick Navigation Guide to Compliance Assist (CA new look):**
https://intranet.lonestar.edu/asa/spa/Shared%20Documents/06182018_SLO%20Form%20Quick%20Navigation%20Guide.pdf?Web=1
- **PLO Quick Navigation Guide to Compliance Assist (CA new look):**
https://intranet.lonestar.edu/asa/spa/Shared%20Documents/06182018_PLO%20Form%20Quick%20Navigation%20Guide.pdf?Web=1
- **List of SLOs by Courses:**
http://www.lonestar.edu/refresh_learning_outcomes.html
- **List of PLOs by Workforce Programs:**
<http://www.lonestar.edu/departments/institutionaleffectiveness/PLO-List-2018.pdf>

ACE: Open Labs and Support for ACE Form Completion

As always, SPA is available for Open Labs to assist your campus with the ACE Form entries. Typically, we will provide support for the day at one of your computer labs for people to come in and be helped at their convenience. This may be particularly helpful given the new look of Compliance Assist (see next page for details and Navigation guides).

Finally, for those leaders with admin. support, SPA can train your personnel to enter your information into Compliance Assist for you. Please call us and we will arrange the training.

Quick Guides for Compliance Assist's New Look

For those of you who may have missed our updates about Compliance Assist, it has a new look, and we have created "Quick Guides" for each assessment process to help guide you to the updated Compliance Assist site and then navigate to your forms within the site.

IE Website

<http://www.lonestar.edu/institutional-effectiveness.htm>

Institutional Effectiveness (IE)



Strategic Planning & Assessment

LSC-Strategic Plan

Institutional Effectiveness (IE)

IE Success Stories

Student Learning Outcomes (SLO)

Compliance Assist

SPA Newsletters

What's New?

The next ACE due date:
AY 2017-18 Closing-the-Loop Report: **September 30, 2018**

Compliance Assist Has a New Look: Quick Navigation Guide

[ACE Quick Navigation Guide](#)

ACE Tips:

[ACE Tips -- Planning](#)

[ACE Tips -- Closing the Loop](#)

New Planning and Reporting Tools:

[Planning: Strategy Mapping](#)

[Collective Impact Reporting](#)

The Quick Guides include the following:
The updated Compliance Assist website address
Directions to navigate to your assessment forms
Assessment timeline information
Links to our website for additional resources.

The Quick Guides are on the intranet. We have posted links to them on our IE website and below:

Due to copyright issues, we cannot post the Quick Guides with the screenshots of Compliance Assist on the internet, or this newsletter because it is posted on the internet.

A few of the new features that the updated Compliance Assist include the single page navigation, Auto-Save function in the forms, and easy to use Responsible User field. As always,

The SPA Team is here to help, so feel free to contact a team member with any questions or if you need any additional assistance.

The quick navigation guide links are below:

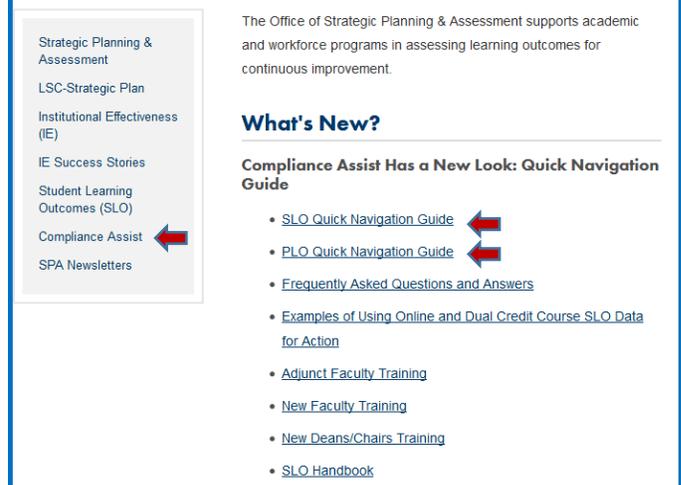
- [Quick Navigation Guide - ACE Forms](#)
- [Quick Navigation Guide - SLO Forms](#)
- [Quick Navigation Guide - PLO Forms](#)

If you are having difficulty with the above links, try the links on our IE and SLO websites.

SLO Website

<http://www.lonestar.edu/student-learning-outcomes.htm>

Student Learning Outcomes (SLO)



Strategic Planning & Assessment

LSC-Strategic Plan

Institutional Effectiveness (IE)

IE Success Stories

Student Learning Outcomes (SLO)

Compliance Assist

SPA Newsletters

The Office of Strategic Planning & Assessment supports academic and workforce programs in assessing learning outcomes for continuous improvement.

What's New?

Compliance Assist Has a New Look: Quick Navigation Guide

- [SLO Quick Navigation Guide](#)
- [PLO Quick Navigation Guide](#)
- [Frequently Asked Questions and Answers](#)
- [Examples of Using Online and Dual Credit Course SLO Data for Action](#)
- [Adjunct Faculty Training](#)
- [New Faculty Training](#)
- [New Deans/Chairs Training](#)
- [SLO Handbook](#)

The Office of Strategic Planning & Assessment supports academic and workforce programs in assessing learning outcomes for continuous improvement.

SPA Online Tools and Resources

ACE Form Tips:



Previously published in the newsletters, these tips can also be found on the IE website

Planning

ACE Form Tips: Planning Form

Here are two tips to help you write the Planning portion of your ACE Form to support meaningful, data-driven decisions:

- 1) Track and Document Short- and Long-term Outcomes**
Each individual step follows a logical flow beginning with the team performing some activity that leads to an Output (e.g., the Business Office creates a Payment Plan), which in turn leads to a Short-term Outcome (students join the Payment Plan) and eventually to a Long-term Outcome (fewer students are purged due to a lack of payment).
There are at least three suitable metrics for this scenario:
 - Percentage of students aware of the payment plan (ST Outcome)
 - Count of students joining the Payment Plan (ST Outcome)
 - Count of students purged due to lack of payment (LT Outcome) - 7% is your advantage to track both metrics.**Advantages of Documenting ST and LT Outcomes**
 - It documents your team's efforts even in times of no impact on the Long-term Outcome. Typically, the team has more control over Outputs and Short-term Outcomes than Long-term Outcomes. Consequently, no impact on the Long-term Outcome may occur, even after a team puts in its fullest effort.
 - It provides you with a better understanding of how the initiative may, or may not be impacting a change in the outcomes.
- 2) Write a Specific and Measurable Objective Statement**
A good Objective Statement sets up the entire program by defining its aims, target, population, and actions. Given the Objective Statement's importance, the below tips will help you write a well-defined Objective Statement:
 - 1) Begin with an action verb (e.g., Increase, Decrease)
 - 2) Follow by outcomes you wish to change and by how much
 - 3) for whom
 - 4) and how you are going to change the outcome.**Increase/Decrease Outcome, by how much, for which students through what strategy.**
E.g., - Increase count of students attending Open Houses and apply to LSC at Open Houses by 100% for Fall 2010 by increasing the number of Open Houses from 3 to 7.

ACE Form Entry Example

| Unit Objective | Method of Assessment |
|---|--|
| Second Year Example: Increase the number and percentage of students using the LSC Payment Plan and decrease the number and percentage of students purged due to lack of payment by advertising the Payment Plan to all applicants and students. | 1) Awareness of Payment Plan surveyed in New Student Orientation 2) Number and percentage of students on Payment Plan 3) Number and percentage of students purged due to lack of payment |

Visit us at <http://www.lonestar.edu/institutionaleffectiveness.htm>

<http://www.lonestar.edu/departments/institutionaleffectiveness/ACE%20Tips%20-%20Planning.pdf>

Closing the Loop

ACE Form Tips: Closing the Loop

Here are three tips to help you write the Closing the Loop portion of your ACE Form to support meaningful, data-driven decisions:

- 1) Track and Document Short- and Long-term Outcomes**
Each individual step follows a logical flow beginning with the team performing some activity that leads to an Output, which in turn leads to a Short-term Outcome and eventually to a Long-term Outcome.
There are at least three suitable metrics for this scenario:
 - Percentage of students who are aware of the Payment Plan
 - Count of students joining the Payment Plan (ST Outcome)
 - Count of students purged due to lack of payment (LT Outcome)**It is in your advantage to track all of these metrics.**
Advantages of Documenting ST and LT Outcomes
 - It documents your team's efforts even in times of no impact on the Long-term Outcome. Typically, the team has more control over Outputs and Short-term Outcomes than Long-term Outcomes. Consequently, no impact on the Long-term Outcome may occur, even after a team puts in its fullest effort.
 - It provides you with a better understanding of how the initiative may, or may not be impacting a change in the outcomes.
- 2) Think Improvement**
Compare your results from last year, to this year. Although this does not give you a perfect means of determining effectiveness, it does help in tracking how and things getting better.
- 3) Build on your Success**
Faculty, look to build on the successes, or address areas needing improvement based on last year's results. In the example provided about a Payment Plan, one can increase advertising of the plan to Lone Star applicants who have not enrolled in a class in order to increase student plan enrollment. (This practice may already be in use. This is only an example.)

ACE Form Entry Examples

| Unit Objective | Method of Assessment | Final Results | Interpretation of Results and Recommendation |
|---|--|---|---|
| First Year Example: Create a new Student Payment Plan in order to reduce the count and percentage of students purged due to a lack of payment. | 1) Number and percentage of students on Payment Plan 2) Number and percentage of students purged due to lack of payment | 100 students (20% enrolled in the payment plan for Fall 2011). The count and percentage of students purged due to lack of payment increased by 45 students (15%). | The number of students in the payment plan was not large enough to impact the purge count (20%). However, an analysis revealed that no student in the Payment Plan had been purged. The retention plan could be implemented with the Payment Plan, but to address it needs to include students and applicants. |
| Second Year Example: Increase the number and percentage of students using the LSC Payment Plan and decrease the number and percentage of students purged due to lack of payment by advertising the Payment Plan to all applicants and students. | 1) Awareness of Payment Plan surveyed in New Student Orientation 2) Number and percentage of students on Payment Plan 3) Number and percentage of students purged due to lack of payment | 80% of surveyed students reported being aware of the Payment Plan and have 100% awareness of the amount due in the payment plan for Fall 2012. The count and percentage of students purged due to lack of payment decreased by 100 students (2% of purged students from last year). | 80% of students surveyed in 2012 reported being aware of the program and knowing how to enroll. 1,000 students in the Payment Program met or better exceeded their goal and the count of student purged due to lack of payment decreased by 100 students (2% of purged students). The awareness strategy will now be expanded to include non-enrolling students enrolled within the next two semesters. |

<http://www.lonestar.edu/departments/institutionaleffectiveness/ACE%20Tips%20-%20Closing%20the%20Loop.pdf>

Online Resources

- **An Introduction to the ACE Process “ACE Revisited”**
<http://www.lonestar.edu/departments/institutionaleffectiveness/Introduction%20to%20LSC%27s%20ACE%20Process-2017.pdf>
- **Strategic Planning and Assessment Website:** <http://www.lonestar.edu/SPA.htm>
- **IE Website:** <http://www.lonestar.edu/institutional-effectiveness.htm>
- **ACE Handbook:** <http://www.lonestar.edu/images/ACE-Handbook-LSC-2016-Final1.pdf>
- **SLO Website:** <http://www.lonestar.edu/student-learning-outcomes.htm>
- **SLO Handbook:** <http://www.lonestar.edu/documents/2-SLO-Handbook-2015-Final.pdf>

★ SPA Team Contact Information

Chris Tkach, Ph.D.
Executive Director, Strategic Planning & Assessment
281.655.3719
Christopher.T.Tkach@LoneStar.edu

Jinhao Wang, Ed.D.
Director, Institutional Effectiveness
281.655.3718
Jinhao.Wang@LoneStar.edu

Priscilla Martin, MS.
IE Analyst/Compliance Assist Administrator
281.655.3717
Priscilla.A.Martin@LoneStar.edu