AQIP UPDATE   Spring 2015

AQIP at Lakeland

The AQIP Coordination Committee has assembled work groups for each of the six new AQIP categories. Work group Champions have assigned chairpersons and selected members whose work directly relates to the processes included in the respective categories. Work groups have started meeting to review the new processes, results and improvement questions in their categories. Work will be ongoing to develop and keep Lakeland's Systems Portfolio up-to-date until our next submission to the Higher Learning Commission in 2018.

The Committee has been working on three pre-work assignments in preparation to attend a Strategy Forum in February. The first assignment identifies our most successful AQIP action project and led to the development of an infographic to showcase the success of New Student Orientation. The second pre-work assignment involved selecting a "quantum improvement" project.

For More Information on AQIP

Visit www.lakelandcc.edu/aqip or make contact with any member of the AQIP Coordination Committee.

AQIP Coordination Committee

Laura Barnard
Morris Beverage
Cathy Bush
Brian Cook
Dione DeMitro
Lisa Durst
Lynne Gabriel
Connie Golden
Deborah Hardy
Dawn Plante
Janet Post
Rita Smolik
Bill Kraus

The Committee sought input from the Planning Advisory Council at their November meeting and then developed a Category Improvement Worksheet on the new Category 5 processes (5P1a,c) related to selecting and using data to support a data-informed culture. At the next Committee meeting, we'll complete the third assignment to develop questions we'd like to ask other institutions that will be present at the Strategy Forum.

The Committee retired the Focus on Success action project with much appreciation for the team's successful efforts. A new action project, "Using Data to Analyze Student's Pathways" co-chaired by Dione DeMitro and Lynne Gabriel, will help measure student progress.

AQIP Action Project Updates

Create and Revise Processes to Better Connect Online Students with Lakeland's Support Services (Co-chairs: Bill Knapp and Michelle Smith)

Project Scope: This project will assess the current availability and accessibility of student support services for online students in an effort to identify gaps in services and opportunities for expansion and improvement of services. Included in the project will be the development of a plan to address these gaps upon the goal of a comprehensive online student services program.

Accomplishments/Plans:
- Met on November 3, 2014.

- Reviewed and discussed the results of a gap analysis and student survey which revealed three areas requiring further attention: A general lack of awareness of services available, minimal, if any, academic counseling for online students, and the need for a student orientation to online learning.
- Team members will identify one or two examples of programs / solutions developed at other institutions to share at our next meeting in an effort to select a model for implementation.

Develop a Comprehensive Process for Academic Intervention/Early Alert
(Co-chairs: Joanna Paull and Rick Penny)

Project Scope: Timely and relevant communication helps students stay on track. Lakeland's new Banner Communication Management system has an early alert functionality that helps to identify at-risk and excelling students early, document actions regarding support services, and shares feedback with applicable faculty and staff. Before implementing this functionality, the college must identify criteria for early alerts (e.g., poor attendance, poor grades), determine the appropriate intervention, and ensure support systems are in place.

Accomplishments/Plans:
- Met four times in the fall semester.
- Researched Ohio colleges with existing early alerts systems, provided a highlights of industry best practices, identified a range of potential early alerts, prioritized the identified alerts, reviewed existing packages to increase typical system operations, presented on how each department envisions their role in supporting the student.
- This semester the team plans to flow chart a few of the identified alerts, work with Ellucian to setup the Faculty Feedback Feature in Banner Self Service, Train Counseling and other interested parties in the handling the feedback using the Banner Communications Management program, and identify at risks students for a potential summer pilot.

Using Data to Analyze Students' Pathways **(Co-chairs: Dione DeMitro and Lynne Gabriel)**

Project Scope: Lakeland Community College (Lakeland) will create a process for implementing the Completion by Design's (CBD) Pathways Analysis Toolkit (PAT). The PAT will help Lakeland to systematically examine students' academic progress, and to better understand the factors that help or hinder students as they make their way through college.

Accomplishments/Plans:
- Met three times in the fall semester to explore the Data Analytics Toolkit created by Completion By Design.
- Explored how data is currently collected, shared and used for the evaluation and improvement of practices and programs across the college.
- Will begin the work of implementing the toolkit with data collected from a current initiative designed to improve student success focusing on information that has been collected related to the implementation of the no late-registration and mandatory placement into Developmental English policies.