

**Kirkwood Futures Initiative
2007-2008 Department of Institutional Effectiveness**

4.1 Employee Learning: Increase significantly faculty, staff, and administrative engagement with research-based professional learning processes in order to increase learner/client success and satisfaction.		
Outcome Measure: Increase scope and impact of KCELT as assessed by enrollment data, delivery model results, faculty/staff engagement survey data, and capstone learning experiences.		
Process Improvement Actions	Owned by	Instrument/ Deliverable
4.1 A Develop a value stream map of KCELT instructional and staff support process model focused upon increased enrollment.	Hope Burwell, Bonnie Cackoski, Lauri Hughes	Value Stream Map
4.1 B Identify and disseminate research-based instructional practices focused upon under-prepared and diverse learner needs.	Hope Burwell	Best Practice Document and Dissemination Results
4.1 C Identify and disseminate best practice customer service process models and skills related to department improvement plans.	Lauri Hughes	Best Practice Document and Dissemination Results
4.1 D Increase the number of departments using KCELT for discipline specific professional development from 0 to 5.	Hope Burwell, Bonnie Cackoski, Lauri Hughes	Professional Development Documents
4.1 E Improve data collection and management regarding enrollment, attendance versus no-shows, and categories/departments of employees using KCELT services.	Hope Burwell, Bonnie Cackoski, Lauri Hughes	KCELT Enrollment Report
4.1 F Increase the number of staff job-alike user groups receiving technology training from 0 to 4.	Bonnie Cackoski	Professional Development Documents
4.1 G Increase the number of best instructional practice technology integration sessions from 0 to 3.	Hope Burwell, Bonnie Cackoski, Lauri Hughes	Professional Development Documents

4.5 Institutional Measures: Increase significantly the College's use of data-informed practices related to enrollment management, learner engagement, and learner success.		
Outcome Measure: Increase significantly the AQIP Criterion 7, "Measuring Effectiveness," as assessed by the faculty/staff AQIP Examiner Surveys administered in Fall, 2006 and 2008.		
Process Improvement Actions	Owned by	Instrument/ Deliverable
4.5 A Establish outcome measures for enrollment (retention), learner engagement, and learner success with process improvement models.	Cabinet	Performance Scorecard Indicators/Process Models
4.5 B Establish outcome measures for at least 50% of the Kirkwood Futures Initiative's key performance indicators.	Cabinet	KFI Key Performance Measures Document
4.5 C Construct a data booklet and data use plan for all departments and programs.	Heidi Hansel	Data Booklet and Written Use Plan
4.5 D Increase the number of Kirkwood 2007-08 administrative data training sessions from 1 to 5.	Alan Rowe	Level of Use Survey Data

Process Improvement Actions	Owned by	Instrument/Deliverable
4.5 E Design a data warehouse and dashboard framework with training plan by March, 2008	Alan Rowe, Jane Snook, assigned IT staff	Data Warehouse Installation
4.5 F Field test program review and curriculum assessment model in Agriculture with data focus	Heidi Hansel	Written Improvement Plan (based upon data)
4.5 G Produce an 07-08 office responsiveness study related to data, survey, and project requests	Alan Rowe, Heidi Hansel, Jane Snook, Anton Bosma	Service Ticket and Use Records
4.5 H Assist in the creation of a data collection and reporting system for scholarly inquiry (KFI 1.4)	Heidi Hansel	Implemented System
4.5 I Increase efficiency of the mandatory reporting process.	Anton Bosma	Process Documentation
4.5 J Increase use of IPED data for reporting on student success	Anton Bosma	Process Documentation
4.5 K Increase IE office capacity to document progress of special needs and non-traditional students	Anton Bosma	Summary Report
4.5 L Design a relational model between student achievement variables and cost per student	Anton Bosma	Summary Report