

(Draft) Meeting Notes

NCA Accreditation Advisory Committee Meeting

Wednesday, April 30, 2014, 3:30 pm, Conference Room, 18th floor, IIT Tower

Participants: Siva Balasubramanian (Chair, *Stuart School of Business*), David Baker (*External Affairs*), Ralph Brill (*Chicago-Kent College of Law*), Anijo Matthew (*Institute of Design*), Alan Mead (*Lewis College of Human Sciences*), James Meyer (*Office of Technology Services*), Jamshid Mohammadi (*Graduate College*), John Twombly (*Stuart School of Business*), Devin Savage (*Galvin Library*), Charles Uth (*Galvin Library*).

IBM Presentation on Retention Analytics

IBM has developed an integrated, dashboard-analytics product that is designed to aid decision-making in all phases of a student's life ranging from recruitment at high schools, handling applications/admission process, campus experience/retention, graduation, and donations after graduation. At Siva's invitation, IBM representatives Alex Josephs and John Norton presented their module on Retention Analytics to the full committee. This demonstration prominently highlighted the financial consequences/stakes of each decision's outcome.

IBM representatives indicated that combining data from multiple data sources (including those that are publicly available) helps to improve the performance of the predictive analytics engine. In predictive analytics, models will update themselves, in the sense that retention decisions made by IIT will impact the nature of future decisions. IBM's software product claims to determine the decision approach with the highest Return on Investment (ROI) for a given problem. It does not provide a "one size fits all" approach where experiences drawn from data of other institutions inform insights about our institution. IBM's recommendation is to curate IIT's own data that over time will produce a predictive analytics solution that works very well for IIT.

Jamshid asked about effectiveness of retention efforts on improvement in the outcomes of the students that IIT is trying to retain. He also asked about retention efforts for graduate students – about 10% of them appear to fall behind each year. Also these graduate students are on campus typically for a much shorter duration than undergraduate students. John Norton responded that predictive analytics is a bottom-up approach to let the data provide insights that help decisions. So he recommended building separate sets of models for undergraduate and graduate students. Siva asked about the likelihood of extending the examples presented by IBM about the US student population to international locations where a significant proportion of IIT students come from. IBM representatives stated that their approach can accommodate any group of students, irrespective of where they come from.

Approval of Draft Meeting Notes for meeting on March 26 2014:

Members unanimously approved the draft meeting notes for the last committee meeting (March 26 2014) that was previously distributed.

Quality Improvement Initiative subcommittee:

Charles Uth presented a summary of the proposal prepared by the Quality Improvement Initiative subcommittee. Our goal is to submit the final version of this document to HLC's Academy for Student Persistence and Completion in summer 2014.

An email from Matt Bauer offering suggestions to improve this proposal was read out by Siva. Matt proposed a time line for various goals to be accomplished. Matt further suggested the addition of goals/metrics to measure success, in addition to the stated goals of increased retention and graduation rates.

For example, a more specific proposed goal could be as follows: 50% of students will have a plan in Degreeworks in 1 year, 75% after 2 years... (and also establish a way simultaneously to track their retention/graduation rates). Another goal could be that, within one year at least one service course in each pilot department will be redesigned using "**best practices in teaching,**" and then track student success and satisfaction in these courses in comparison to their peers taking other courses). Finally, a goal within a two year timeframe could be that an effective training program is developed and delivered for pilot advisors, and to track student success and satisfaction in comparison to their peers).

Jamshid and Alan agreed with Matt's proposal.

Charles Uth agreed to incorporate Matt's suggestion about timeline and goals/metrics. Several members acknowledged that the proposal was a good beginning to improve student persistence and completion at IIT. There was consensus that the proposal presented by Charles captured the spirit of discussions within the Committee over the past 18 months.

The proposal as presented by Charles was passed unanimously. It was agreed that Siva will work with Ray and Charles to submit the final version of the proposal application to Provost Cramb in the application format required by HLC's Academy for Student Persistence and Completion. After discussing with Provost Cramb, the President's office will submit the proposal to HLC.

Assessment sub-committee:

Carol (who was absent) had emailed an advance update on Assessment Plans for IIT academic programs. Committee members recognized that this update reflected substantial progress when compared to the outlook presented three months ago. Our plan is to begin collecting assessment data for all academic programs for all approved assessment plans beginning with the Spring 2014 semester.

Anijo mentioned disparities in assessment performance across a few schools, especially with regard to Engineering. Dean DePaola is pushing to get the assessment plans prepared and approved for all Armour programs soon. Carol and Siva plan to meet with Dean DePaola and her team soon.

Jim provided a summary of discussions with the software vendors (TK20 and BlackBoard). It was determined by the Assessment subcommittee that the latter was a better product. Jim expects that the contract will be signed soon and the software will be in place in a few months. Siva asked what

we proposed to do to backward integrate the data collected this semester into the system. Jim responded that this question is an integral part of ongoing discussions with the vendor. Likely solutions will include specific vendor recommendations/actions and system-specific tailored training sessions for our faculty.

Administrative sub-committee:

David Baker, on behalf of the Administrative Criteria subcommittee, asked about the HLC Assessment System. Siva reminded that this system is already available to members. HLC requires everyone involved with the Assessment System to participate in a training webinar. Siva will re-forward the emails to committee members about this training webinar.

David Baker requested Siva to summarize expectations about committee tasks over summer 2014.

In response to David's question about the 2006 Report submitted to HLC by IIT, members noted that Sunil Ahuja (VP for Accreditation Relations at HLC) has stated that HLC's criteria are important, but also stressed that we should pay attention to key recommendations and action items highlighted in the HLC Team report from 2006.

Siva will distribute a summary of recommendations from HLC's Team report from 2006 (that was prepared by Carol).

David Baker suggested requested Siva to outline specific goals for each subcommittee that needs to be accomplished during summer 2014. This will assure that the full committee will continue the good momentum that we established this year. Consistent with past practice, Siva agreed to communicate the tasks to be accomplished by each sub-committee during Summer 2014.

Siva asked for reactions from the full committee about IBM's presentation. Members felt that the presentation was well received, and were curious about other modules that were not discussed. Siva indicated that a full presentation of all modules (to Provost Cramb, President Anderson and others) will be organized later this summer.

Jamshid reminded that the dates for meetings in Fall 2014 should consider potential conflicts (such as teaching assignments). As with previous semesters, Siva will consult with the Registrar's office to avoid such conflicts.

Meeting adjourned.