



## Minutes of the University Planning Committee *February 24, 2010*

Members present: Jeanne Skoug, Susan Harrison, Lori Schneider, Bob Hooper, Rama Yelkur, Andy Nelson and MJ Brukaradt

Guests: Teresa O'Halloran

The meeting was called to order at 12:05 am.

The UPC identified its 2010 action plan is to facilitate and monitor the action plans of the Institution—including HLC, strategic planning, the Gold Arrows, etc.

MJ facilitated a discussion of KPIs to be used in conjunction with the non-academic unit annual report template. Draft templates discussed at the Chancellor's executive staff were distributed along with copies of current KPIs and Baldrige Award criteria. Members of the UPC identified the following recommendations to take forward to Chancellor's executive staff for consideration:

- Because of the differences among the non-academic units, there are few institutional-level KPIs for which we will be able to provide data. Currently we monitor diversity among the workforce and can provide that unit-level data.
- Individual units will need to be asked to note whether they are involved in process or quality improvement—that data can be aggregated to an institutional-level KPI.
- As they did in PEEQ, units should be asked the number of clients/students they served per FTE, so we can track that information over time.
- Units will need to identify, benchmark and monitor unit-specific KPIs, in consultation with their division/supervisor. The UPC is sensitive to the burden this will place on units, but wants to encourage greater evidence-based decision making.
- Because student success is primary, all units should be asked how they have contributed to student success and how they monitor and change their behavior in support of this goal.
- To support student success we want to encourage a campus culture that is responsive to student needs. Measuring student satisfaction and/or outcomes for unit services provided is important. Individual departments should be encouraged to develop regular surveys relevant to their services to measure student satisfaction and outcomes and to make changes in their work based on the results.
- In addition to student satisfaction, units should track client satisfaction—both for internal or external constituencies. And, they should also be tracking employee





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satisfaction. In this regard we want to encourage units to support a work environment in which employees feel free to make suggestions for change.

- The annual report should ask units what mechanisms they have in place to measure student, client and employee satisfaction, what targets they have set, what results they have achieved and what changes they have made as a result.
- At the institutional level, we can begin to aggregate the number and percentage of units that have satisfaction KPIs implemented.
- In addition, the annual report should ask units what external benchmarks they are using to assess their productivity and effectiveness. It should ask what benchmarks they may have implemented as a result of the PEEQ process and any results.
- The UPC noted that units may need professional development support to help them create surveys or assessment tools.
- The UPC recommended that the Vice Chancellors review the annual report responses, and in particular the KPI results, and evaluate using a color or numerical scale. That scale can then be aggregated to help measure divisional and institutional improvement.

Teresa O'Halloran, Bob Hooper and Lori Snyder left the meeting at 1 pm. The remaining members addressed the process to assess the Gold Arrows and make recommendations for new ones. The recommendations on the following page will be taken forward to the Chancellor's Executive Staff for consideration. [Note: these recommendations were approved by the Chancellor on 3/1/10]

The UPC also had a brief discussion about how to respond to the HLC recommendation to enhance communication to campus regarding integrating planning. It was agreed that the proposed Gold Arrow process will allow for an annual progress report to be shared with campus at the Blugold Breakfast each August in conjunction with the announcement of the new year's arrows. The January all-campus meeting can also be a forum to provide a progress report.

The UPC is reminded about the SCUP III Integrated Planning Institute March 11 and 12. That will comprise our March meeting.

The meeting was adjourned at 1:35 pm  
Respectfully submitted by MJ Brukardt, Secretary for the Meeting





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## GOLD ARROW PROCESS FOR 2010/11

### GOALS

- To provide the Chancellor’s Cabinet with evidence-based recommendations for 2010/11 Gold Arrows
- To communicate to the campus community our progress on current Gold Arrows

### ASSESSMENT PROCESS

- Online progress report completed by key administrators (see below) for each Gold Arrow action item; reports are posted to website
- Interviews with UPC to discuss outcomes, changes for 2010
- UPC develops 2010 recommendations and distributes to Cabinet
- Cabinet adopts 2010 Gold Arrows at retreat; assigns facilitators and KPIs
- UPC produces annual progress report to be distributed with 2010 Gold Arrows at Blugold Breakfast

### PROGRESS REPORTS

1. Provide a 500-word abstract of progress made on Gold Arrow.
2. Evaluate progress as below expectations/complete or on track/above expectations
3. Provide any recommendations on whether to continue, revise or eliminate the gold arrow in 2010.

### GOLD ARROW CONTACTS

Reform GE	Provost, Susan Turell Marty Wood
Enable credit for co-curricular experiences	Beth Hellwig
Engage students in updating program requirements	Provost and Mike Wick
Analyze 4-year graduation problem points	Susan Turell
Develop graduation-focused advising	Provost and Susan Turell
Integrate EDI and Sustainability into curriculum	David Shih and Kate Hale
Increase immersion experiences	Susan Turell and Jodi Thesing-Ritter
Help employees reclaim time for core work	All VCs
Create environment that recruits & retains diverse workforce	All VCs and Teresa O’Halloran
Regent support for Blugold Commitment	Chancellor
Create enrollment management plan	Kris Anderson
Integrate PEEQ etc. into program review/annual report	Mike Wick and MJ Brukardt
Use PEEQ to inform change	Chancellor
Finalize comprehensive campus master plan	Mike Rindo
Create transparent facilities process	Mike Rindo
Develop parking plan	Dave Gessner
Complete climate action plan	Kate Hale

Timeline	
Apr 5	Progress Report due
Apr 15-25	Meet with UPC
Apr 30	UPC review
May 14	Draft to Cabinet
May 24/25	Retreat
August	Report to Campus

