



Institutional Effectiveness Report - 2019

Planning and Academic Initiatives Office

May 28, 2020

This report serves as a calendar year report of the major activities and cycles related to the College's Institutional Effectiveness Plan. The information compiled in this report is from the time period spanning the 2019 calendar year (January 1, 2019 – December 1, 2019). A webpage was developed for promoting, documenting, and publishing documents related to the [Institutional Effectiveness Plan](#).

Note: This report was compiled for the purposes of the SACSCOC Candidacy visit and was completed on May 29th, 2019. It serves as a summary report for the 2019 calendar year as it relates to the college's Institutional Effectiveness Plan. Moving forward, NTCC commits to issuing a summary report in a similar format at the end of the calendar year which will coincide with the College Advisory Committee meeting.

College Mission and Vision

The NTCC Institutional Effectiveness Plan is in direct alignment with the college mission and vision statements. There were no changes to these statements in the 2019 calendar year. The statements are [published on the college website](#) and provided below:

Mission: Northshore Technical Community College is committed to providing quality workforce training and transfer opportunities by awarding associate degrees, technical diplomas and certificates to students seeking a competitive edge in today's global economy.

Vision: In keeping with the vision of the Louisiana Community and Technical College System, Northshore Technical and Community College (1) produces knowledgeable, skilled and confident citizens ready for the future, ready for the workplace and ready to continue learning, and (2) delivers rapid, flexible and innovative solutions to changing workforce needs.

College Strategic Plan Update

2015-2019 Strategic Plan:

In the 2019 calendar year, the 2015-2019 College Strategic Plan concluded. [Assessment of the 2015-2019 Strategic Plan](#) is available on the NTCC website. The college will produce a summative assessment of the 2015-2019 Strategic Plan in Fall 2020, at the conclusion of the 2018-2020 administrative unit plan assessment cycle which is aligned with the strategic plan.

In summary, the College met 13 of 19 objectives within the plan. Of the six that were not fully met, evidence of significant progress towards the objective was evident. Highlights from the assessment include the following:

- In [Goal 1: Student Access](#), all three objectives were met with significant growth in overall enrollment as well as general education course offerings.
- In [Goal 2: Quality and Accountability](#), objectives on retention and completers were met. The objective to achieve SACSCOC accreditation was not met, however, significant progress was made in December 2019 with the approval of a future candidacy visit.
- In [Goal 3: Workforce Development](#), objectives for business and industry partnerships as well as short-term workforce courses extensively exceeded targets. Objective 3.1 was not met, due primarily to an aggressive goal to revise all curriculums. However, a significant number of programs were revised.
- In [Goal 4: Fiscal and Physical Resource](#), the college extensively exceeded targets for growing foundation assets, providing funding for faculty development, and executing construction new campus buildings (Lacombe and Livingston Campuses). However, the college did fall short on formal execution of a renovation plan for the Sullivan Campus, though several facility improvements were completed.
- In [Goal 5: Communications](#), the college exceeded objectives for improving internal and external communications. Some examples include a new college website, transition to Microsoft Outlook email, creation of the NaviGator Magazine. The objectives related to a formal public relations plan and branding policy were not met, however, these objectives will move forward into the new strategic plan and are still in progress.

Each year, NTCC [evaluates its strategic plan](#), evaluates results, and presents the plan to the College Institutional Advisory Committee for review each year. Evidence of this review is available in the [2019 College Advisory Committee minutes](#)

2020-2025 Strategic Plan:

With the closing of the 2015-2019 Strategic plans, efforts were made towards the development of the next college strategic plan. A “Guiding Framework” for development of the 2020-2025 Strategic Plan was presented by the Associate Provost for Planning and Academic Initiatives to the College Leadership Team and adopted. A steering committee was formed to guide data collection and analysis efforts. Focus groups were held over the Spring 2019 semester at each NTCC campus location with students, faculty/staff, and external stakeholders. Upon completion of the focus group sessions, a thematic analysis was conducted with data collected from the focus groups. Initial findings from the analysis were presented to the steering committee, which approved the findings and forwarded the analysis to the College Leadership Team for conversion into goals and objectives. The final draft of the 2020-2025 Strategic Plan was forwarded for approval by the College Leadership Team and College Advisory Committee for formal adoption. The [2020-2025 Strategic Plan](#) was approved and effective as of January 1, 2020. A new Administrative Unit Planning cycle will begin in Fall 2020 and will be targeted on the new strategic plan.

Administrative Unit Planning Update

The Administrative Unit Planning process ensures that administrative and support unit objectives are continuously assessed and provides a mechanism for alignment of unit initiatives with the [college strategic plan](#). During the 2019 calendar year, the Administrative Unit Planning cycle closed out the first year of the cycle in July and moved into the second year. Each unit provided a mid-cycle (end of first

year) update which is [published on the college website](#) under the “results” section of each unit plan. Results of the 2018-2020 cycle will be finalized in Fall 2020 after the cycle concludes.

Program Assessment Planning Update

Through the Program Assessment Planning process, each program of study develops and assesses outcomes and uses the results for improvements. The educational programs across all college locations engage in this systematic planning and evaluation process in order to promote institutional performance and accountability for continuous improvement toward the advancement and the fulfillment of the identified program-level student learning outcomes.

During the 2019 calendar year, the Program Assessment Planning cycle closed out the first year of the cycle in July and moved into the second year. Each program provided a mid-cycle (end of first year) update which is [published on the college website](#) under the “results” section of each program assessment plan. Results of the 2018-2020 cycle will be finalized in Fall 2020 after the cycle concludes.

Student Achievement Update

Institutional effectiveness is assessed through a wide variety of measures. Student achievement is an integral measure of the success of any institution of higher education. NTCC has established the following metrics as key to evaluating student achievement as an institution: program completion, placement and licensure, retention, and successful transfer. An update is provided annually and [published to the college website](#).

Results published to the website are summarized below:

- 73% completion for each program of study at each campus location. (Benchmark: 60%)
 - 81% placement for each program of study at each campus location. (Benchmark: 70%)
 - 97% licensure for each applicable program of study at each campus location. (Benchmark: 70%)
 - 80% fall-to-spring retention rate of full-time, degree-seeking, first-time-in-college students (Benchmark: 70% by AY2022-23)
 - 46% fall-to-fall retention rate of full-time, associate degree-seeking, first-time-in-college students (Benchmark: 48% by AY2022-23)
 - 1994 annual student transfers (Benchmark: 2080 by 2020)
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Advisory Committee Review Update

In 2019, the program-specific Occupational Advisory Committee meetings by program were held. Each program hosts two Occupational Advisory Committee meetings each year, once in the fall and once in the spring. An [Occupational Advising Committee Meeting Log](#) with supporting documentation is available on the NTCC website.