

**Williamsburg Technical College  
PROCEDURE**

**SECTION A – COLLEGE ORGANIZATION AND GOVERNANCE**

Title <b>INSTITUTIONAL IMPROVEMENT PROCESS</b>	Number <b>A-5.1</b>
Division of Responsibility <b>President</b>	Approval Date Page <b>1/21/2021 1 of 2</b>
Approval Vice President  _____  President  _____	Supersedes Procedure No. <b>A-5.1</b> Date <b>5/24/10</b>

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- I. Williamsburg Technical College is committed to institutional improvement with an aspiration to achieve the highest levels of quality possible. To attain continuous quality enhancement with the broadest levels of input from a variety of stakeholders, the President will appoint an Institutional Effectiveness Committee biennially, comprised of representatives throughout the college.
- II. The IE Committee will be charged with overseeing the Institutional Effectiveness process, including the review, revision, and publication of the IE Process Manual which will detail the procedures and steps involved in achieving continuous institutional improvement at the college. The committee will provide guidance throughout the IE process while monitoring the stages, recording assessments and disseminating the data collected. The President will also appoint a liaison from the Administrative Staff to serve on the IE Committee. This liaison will brief the President and Administrative Staff on the recommendations forwarded from the committee.
- III. A brief overview and timeline of the process will be as follows:
  - A. In June of each year, The President’s administrative staff will conduct a strategic planning retreat where they will review the use of results from the prior year’s planning cycle, data and input from college-wide or departmental SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis, along with the mission statement, purpose statement, vision, and institutional effectiveness process. The data and use of results collected from the prior year’s cycle will drive the staff’s establishment of strategic planning initiatives in the preparation of a Strategic Plan draft.
  - B. In July, the Area Commission will be presented for approval the proposed Strategic Plan initiatives as well as any proposed changes to the mission statement. When affirmed by the Area Commission, the Administrative Staff will begin development of the detailed three-year Strategic Plan, including the current year’s operational plan. This phase in the IE process is completed in two steps.
    1. First, the President and President’s Council will establish measurable goals and outcomes in support of the Strategic Plan Initiatives, spanning a three-year implementation phase.

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2. Second, each division of the college will develop an annual *Operational Plan* by establishing individual or program specific goals and outcomes to be achieved in the coming year which support the Strategic Plan.
- C. In August, all *Operational Plan* outcomes are routed to the IE Committee which ensures that results from the previous cycle are used in the development of outcomes for the current cycle, if appropriate, and recommend changes where necessary. In this step the committee also coordinates research efforts needed to assess stated outcomes. Additionally, the IE Coordinator will develop survey instruments, in concert with Institutional Research, for data collection needed for assessment. Coordination of data collection activities, if needed, will be communicated to the whole college, and the IE Coordinator will maintain a record of all data analyzed.
- D. In May, the college divisions collect and submit their (and their departments') completed assessments and use of results, demonstrating improvement or quality enhancement to the IE Committee for review. The IE Committee will record all documents including the annual goals, the assessment of outcomes and the use of results and give them to President and Administrative staff. The Administrative Staff will review the completed *Assessment Record* for the current cycle, focusing on the Use of Results to prioritize funding and resource management issues for the subsequent cycle.
- E. In June, the cycle begins at Step 1.