

The Higher Learning Commission Action Project Directory

Northeast Iowa Community College

Project Details			
Title	Assessing Stakeholders and Partners	Status	ACTIVE
Category	2 - Meeting Student and Other Key Stakeholder Needs	Updated	
Timeline		Reviewed	
	Planned Project Kickoff 10-01-2015	Created	10-28-2015
	Target Completion 06-30-2016	Version	1

1: PROJECT SUMMARY

A: Currently the College does not utilize a standardized tool administered consistently across all departments/divisions to measure the satisfaction of a relationship/partnership from the College perspective as well as the partners. Our goal is to create an evaluation tool to be administered to identified stakeholders and College departments/divisions to evaluate relationship satisfaction between the stakeholder(s) and the College. As well as enable the College to identify, develop and grow new/ existing relationships in addition to modify relationships that may not be beneficial. Through the process we hope to establish procedures to guide departments/division in administering, evaluating, sharing and implementing the data gathered.

2: PROJECT RATIONALE

A: The College prioritizes partnerships based on strategic planning and alignment with College goals. Key partnerships are chosen to promote student access and support (strategic priority 6), engage in continuous improvement of the College's internal and external programs (strategic priority 4) develop and implement a strategic enrollment management plan (strategic priority 3), and expand and diversify College resources and maintain fiscal integrity (strategic priority 2).

3: PROJECT GOALS AND DELIVERABLES

A: The College has identified the establishment of an Evaluation Tool as a priority for FY16. We are currently in the information and data gathering stage to determine if evaluations are currently being administered, the audience, what is being evaluated and finally how the data is being evaluated, utilized and shared. Throughout the development process input and data will be solicited, reviewed and utilized to create a systematic evaluation tool to be implemented in July 2016 to evaluate both the College by our partners and vice versa.

4: INSTITUTIONAL INVOLVEMENT

A: During the initial information gathering stage a committee will administer a survey to the College community to assist in identifying areas that are evaluating partners, the tool and questions being used and how the data is analyzed, shared and used. Once this data is collected we hope to identify common audiences, questions, goals as well as gaps in evaluations. This information will assist in developing the evaluation tool, determine the method and frequency, evaluation methods and audience. During the course of the project college wide departmental feedback will be solicited and assessed for future implementation.

5: PROJECT CONTROL

A: October: College-wide survey results evaluated and evaluation goals determined
November: Establish questions, process, frequency and implementation tool.
January: Evaluation proposal shared with quality council and administration for input prior to

moving forward.

March: Draft of Evaluation tool and process shared internally with identified departments that would implement for feedback.

May : Final Evaluation Tool and process presented for final approval prior to delivery.

June: Delivery of evaluation Tool delivered to IE for distribution to identified departments to evaluate partnerships

6: ANTICIPATED CHALLENGES TO PROJECT SUCCESS

- A: Staff providing information required in a timely manner.
Developing a tool that meets the Colleges diverse needs, in terms of stakeholders.
Responsiveness to survey from partners.
Gaining buy-in from departments to implement evaluation and utilize and share the data for positive change.
Utilizing the resulting data to create positive results and possible change.

7: ADDITIONAL INFORMATION

- A: In order for the College to improve and move forward it is vital that we consistently grow and nurture the relationships with our communities, partners and students. Soliciting input from those we work with on a regular basis provides an unbiased look at who we are, what we do, what we do well and what we can do it better as well as identify and sever relationships that are no longer viable.