



## YEAR-END REVIEW 2015-2016

### UPDATES FROM STRATEGIC PLANNING STEERING COMMITTEE WORKING GROUPS

#### UNIT PLAN ALIGNMENT

The overall goals of this working group were to support integration of UNO strategic planning and to improve alignment of efforts at the unit, college, and institutional levels. All units were surveyed to determine the current status of their strategic planning. Responses were received from the vast majority of units. The information and plans have been organized into a SmartSheet project management system. This work will need to continue, but it is off to a great start!

- Lyn Holley

#### UPDATING THE STRATEGIC PLAN

Input currently is being gathered from multiple sources for use in updating UNO's Strategic Plan. The January and May 2016 Strategic Planning Forums included opportunities for stakeholder input. The Chancellor's Survey on the State of the University conducted Fall of

2015 is serving as a source of data (this included input from over 650 faculty and staff), as is the UNO Perception Study (approximately 675 adults from Nebraska (89%) and western Iowa (11%) participate in this study). In addition, surveys of UNO deans, department chairs, and school directors have been conducted. A draft of an updated version of the plan will be prepared over the summer of 2016 for review by the Strategic Planning Steering Committee and various groups over the course of the 2016-17 academic year.

- Deborah Smith-Howell

#### METROPOLITAN UNIVERSITY MISSION COMMUNICATIONS PLAN

The Metropolitan University taskforce is in the process of writing the communications plan. This is the last step after a two-year process of exploring and defining what a Metropolitan University means at UNO. The communications plan will outline recommendations for both internal and external audiences. UNO is a premiere Metropolitan University. It is the goal of the taskforce to make sure all key audiences within the UNO community and in Omaha, Nebraska,

and the country understand what that means to the Mavericks of UNO. (Note: This work also serves on an AQIP Action Project.)

- Erin Owen

### UPDATES ON OUR AQIP ACTION PROJECTS

#### COMMUNITY ENGAGEMENT MEASURES

This project is a qualitative research study designed to collect information on the range of community-related work underway at UNO, as well as the impact data available about those various programs. Using interviews of key people on campus, details as to assessment of program outcomes are being gathered. The first round of interviews and data collection has taken place - 24 interviews have been conducted with 27 representatives from: Athletics, colleges and departments, the Barbara Weitz Community Engagement Center, Learning Communities and Extension, Service Learning, and Student Affairs. Presently, thematic and summative analyses are being

## UPDATES ON OUR AQIP ACTION PROJECTS (CONT.)

conducted on the data collected to this point. The research design employs a snowball sampling method and the aforementioned findings will inform the second round of interviews and future data collection strategic among community partners, faculty, staff, students, and administrators that were recommended by earlier interview participants. The second wave of interviews with the Sr. Vice Chancellor, Chancellor, and others identified in the original interviews has begun. A preliminary report containing relevant themes and recommendations will be drafted in accordance with the Action Project's timeframe. A paper describing the project and the preliminary results has been accepted for presentation to the 2016 Engagement Scholarship Consortium annual conference and another version of the project has been submitted for presentation at the 2016 Coalition of Urban and Metropolitan Universities annual conference.

- Deborah Smith-Howell

### FRAMEWORK FOR SHARED UNDERSTANDING

This project was initiated to continue UNO's work toward articulation of a comprehensive model for key assessments, data review/discussion processes, and decision making. This initiative supports the institution's culture of continuous quality improvement (CQI) and data-informed decision-making. The work thus far has produced: 1) an update of the Key Assessments Inventory, which includes details concerning multiple institution-wide surveys, 2) creation of a master listing of the Assessments and Sources of Evidence/Results by AQIP Categories, 3) creation of a UNO Continuous Quality Improvement Conceptual Framework, 4) an update of the CARE Academic Assessments model, and 5) a delineation of the components within UNO's CQI infrastructure.

- Jill Russell



### CALEA ACCREDITATION

UNO's Department of Public Safety is currently preparing to apply for Commission on Accreditation for Law Enforcement Agencies (CALEA) accreditation, which entails being ready to demonstrate compliance with 294 specific standards. Following is a chart demonstrating progress on the standards.

- Charlotte Evans

CAMPUS SECURITY STANDARDS	NUMBER COMPLIED	PERCENTAGE
224 mandatory standards	138 completed	62%
8 non-applicable standards	8 non-applicable	100%
62 optional standards	28 complied with	40%
<b>294 total standards</b>	<b>171 completed</b>	<b>58%</b>

## PROGRESS REPORTED BY KEY INTERNAL CONSTITUENCY GROUPS

### STUDENT GOVERNMENT

This year Student Government (SG-UNO) hit the ground running by approving the continued funding of OrgSYNC so UNO may continue to give student organizations the management and promotional tools necessary to succeed. Sustainability was a large focus this year as we approached double-digit totals for sustainability resolutions. Some highlights from this area include a recommendation for a tray-less cafeteria at Scott Café, updated light switch covers for the residence halls, and a recommendation for standardized and updated recycling protocols across campus. Academic excellence was another priority this year as we provided funding for graduation stoles to commend our student-athletes for their hard work in the classroom, on their team, and in representing



## PROGRESS REPORTED BY KEY INTERNAL CONSTITUENCY GROUPS (CONT.)

the university. Finally, our Academic Excellence Committee sought to enhance recognition for students on the Chancellor's List by including a social event. The 2015-2016 academic year has been a successful one for SG-UNO, and I cannot wait to see what next year's group will accomplish.

- Brock Lewis

### FACULTY SENATE

The Faculty Senate continues to be active in a broad process of communication that engages and connects faculty with each other and the administration. An underlying theme for 2015-16, which dates back several years, is shared governance. The increasing number of administrative staff has intensified the challenge of ensuring that administrators fully understand the role of the faculty and the administration in governance of the university. President Woody views the "lingering shared governance" matter as much improved, and frequently expresses appreciation for the administrative support that is being received and expressed at regular meetings with the Chancellor and Vice Chancellor. This year Faculty Senate composed and passed a resolution opposing guns on campus and addressed a number of other issues, such as Title IX training; accommodation of disabilities; emeritus status; free expression on campus; consistent policies on academic integrity, grading, and appeals; adequacy of on-line evaluations; office of the ombudsperson; immigration process for international faculty at UNO; best practices with adjuncts; salary compression; and many more.

- Lyn Holley

### STAFF ADVISORY COUNCIL

Staff Advisory Council (SAC) has had a tremendous 2015-16 academic year, and I have been proud to represent



the council as its president. In 2015, SAC helped raise money for over 4,000 erasers for the Salvation Army's Backpack to School Program. This program provides school supplies to children as they prepare to go back to school. SAC followed Faculty Senate and Student Government in donating to The Maverick Monument, which is a great symbol of Maverick pride around campus. In August, SAC held its annual Faculty and Staff Picnic, which has become an annual tradition for faculty and staff from across the university to come together and celebrate the start of a new year. This year's picnic had almost 800 attendees, and committee members received donations from over 250 area businesses that served as door prizes for the event. SAC continues to serve as a strong voice for UNO staff. Through a partnership with Human Resources, a comprehensive catalog of professional development opportunities was created and made available. In 2016, SAC led a task force, made up of Campus Rec, Human Resources, and Faculty Senate, in advocating for expanded employee wellness at UNO. As UNO changes, SAC continues to ensure that the council makeup is representative of staff. This year SAC realigned council seats to provide representation to growing areas at UNO. Finally, SAC stood with Faculty Senate and Student Government in passing resolutions against LB769, which would have limited UNO's ability to create a safe and inclusive university.

- Michael Perdunn

### ALUMNI ASSOCIATION AND NU FOUNDATION

The UNO Alumni Association (UNOAA) and University of Nebraska Foundation agreed to a strategic integration of the two organizations. The agreement, effective January 1, 2016, created a new Department of UNO Alumni Engagement that is housed at the NU Foundation, and provides for coordinated programming and communications for the purpose of growing alumni engagement and increasing private financial support for UNO. Members of the department are currently developing a new alumni engagement plan for UNO. Also, in March, UNOAA completed a full renovation of the Thompson Alumni Center.

- Lee Denker

# MODEL OF CONTINUOUS QUALITY IMPROVEMENT



## PROCESSES/ PROGRAMS

- Policies
- Processes/Committees
- CQI Infrastructure



## ASSESSMENTS

- Assessments/Sources of Evidence by AQIP Items
- CARE Academic Assessments Model
- Program Review/SLO Review Schedule



## PROGRESS/ IMPROVEMENTS

- Strategic Plan Progress
- The 20x20 Strategic Enrollment Plan
- Institutional Actions Demonstrating Culture of Quality



## RESULTS/DATA

- Key Indicators Over Time
- Program-Specific Student Learning Outcomes
- Program-Specific Accreditations

## CONTINUOUS QUALITY IMPROVEMENT EXPLAINED

Continuous Quality Improvement is a simple phrase that describes what we've been doing at UNO for quite some time, using data to uncover ways to improve our programs, services, and processes. This term is used in business, higher education, health care, and many other industries. At UNO, it describes the ongoing improvement process we're using to achieve and maximize our three over-arching goals – being student centered, academically excellent, and engaged with the community.

### HOW IT'S BEING APPLIED AT UNO

Continuous Quality Improvement is happening all the time on our campus, even if we do not recognize or label it as such. Something as simple as creating a committee to study and address a problem can be an example of Continuous Quality Improvement. More specific examples follow.

**EXAMPLE 1:** About two years ago, the Office of Military and Veteran Services surveyed all military, veteran, and dependent students at UNO. The survey revealed some students were struggling in their math classes. To address this concern, the office implemented a tutoring program. Pass rates have since increased by 25 percent.

**EXAMPLE 2:** This year, Accounting Services worked with Nelnet to establish a tuition and fees payment plan that will be offered to students in Fall 2016. Accounting Services recognized a need for this service after receiving requests from students and parents.

**EXAMPLE 3:** The institution's long-standing Academic Program Review process makes use of an ongoing cycle of quality assurance that involves: 1) department/school preparation of a self-study, 2) designation of an external team that reviews the self-study and conducts a visit, 3) findings and recommendations from the team, and 4) department/school follow-up to the team recommendations.

### WHY IT'S IMPORTANT TO DOCUMENT

Standards for post-secondary institutional accreditation, as well as those for most program-specific accreditations, are placing greater emphasis on the institution's or program's ability to demonstrate use of Continuous Quality Improvement. Accrediting bodies want documentation that a college, university, or academic department uses effective and research-based processes in deliberations.

### WHAT WE NEED FROM YOU

UNO hopes to become more explicit about its use of Continuous Quality Improvement, and we need your help to accomplish this goal. Going forward, please apply this concept in new settings, implement training and coaching to encourage this idea, and make an effort to document how it's being used to support a better UNO.

Have a story you'd like to share about how your college, department, or academic unit has used Continuous Quality Improvement to improve a program, service, or process at UNO? We want to hear from you! Submit your story to the Maverick Daily at [maverickdaily@unomaha.edu](mailto:maverickdaily@unomaha.edu).

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