



Maximizing Our Impact: Institutional Research and Organizational Transformation

Natalie J. Harder, Ph.D.
Chancellor

Charles Miller, Ph.D.
Associate Vice Chancellor





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SACSCOC
Reaffirmation

BANNER
Implementation

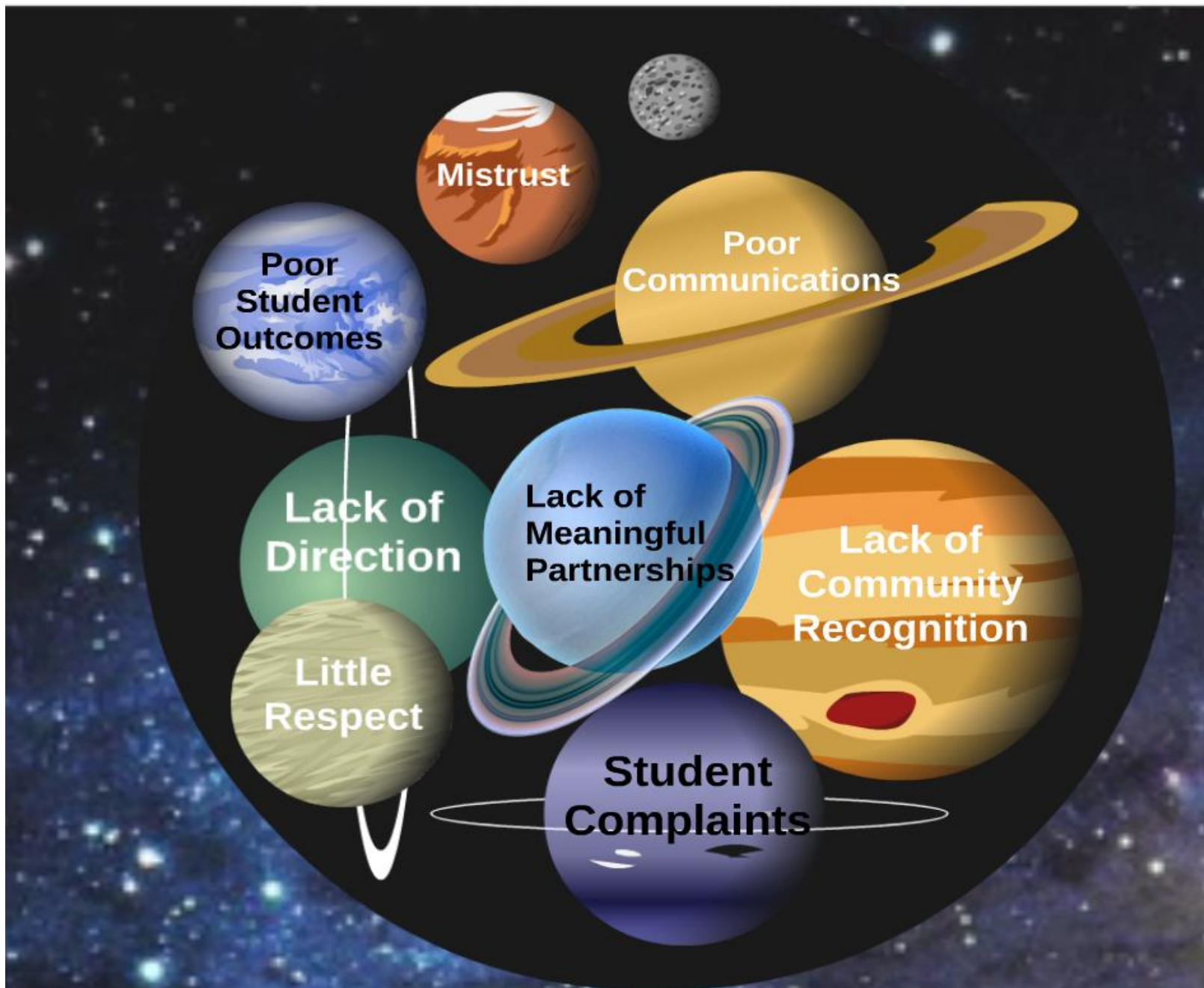
2012

MERGER

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Steering Committee – Initial Meeting

March 12, 2015

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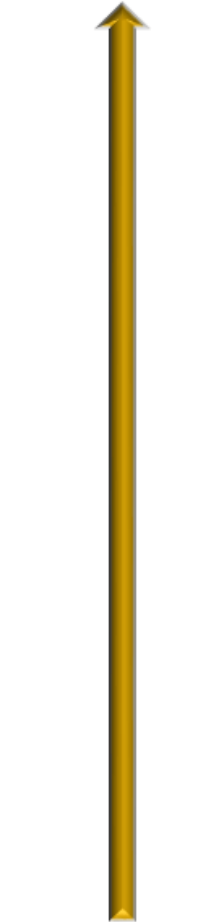
2020 Strategic Plan

Strategic Imperatives

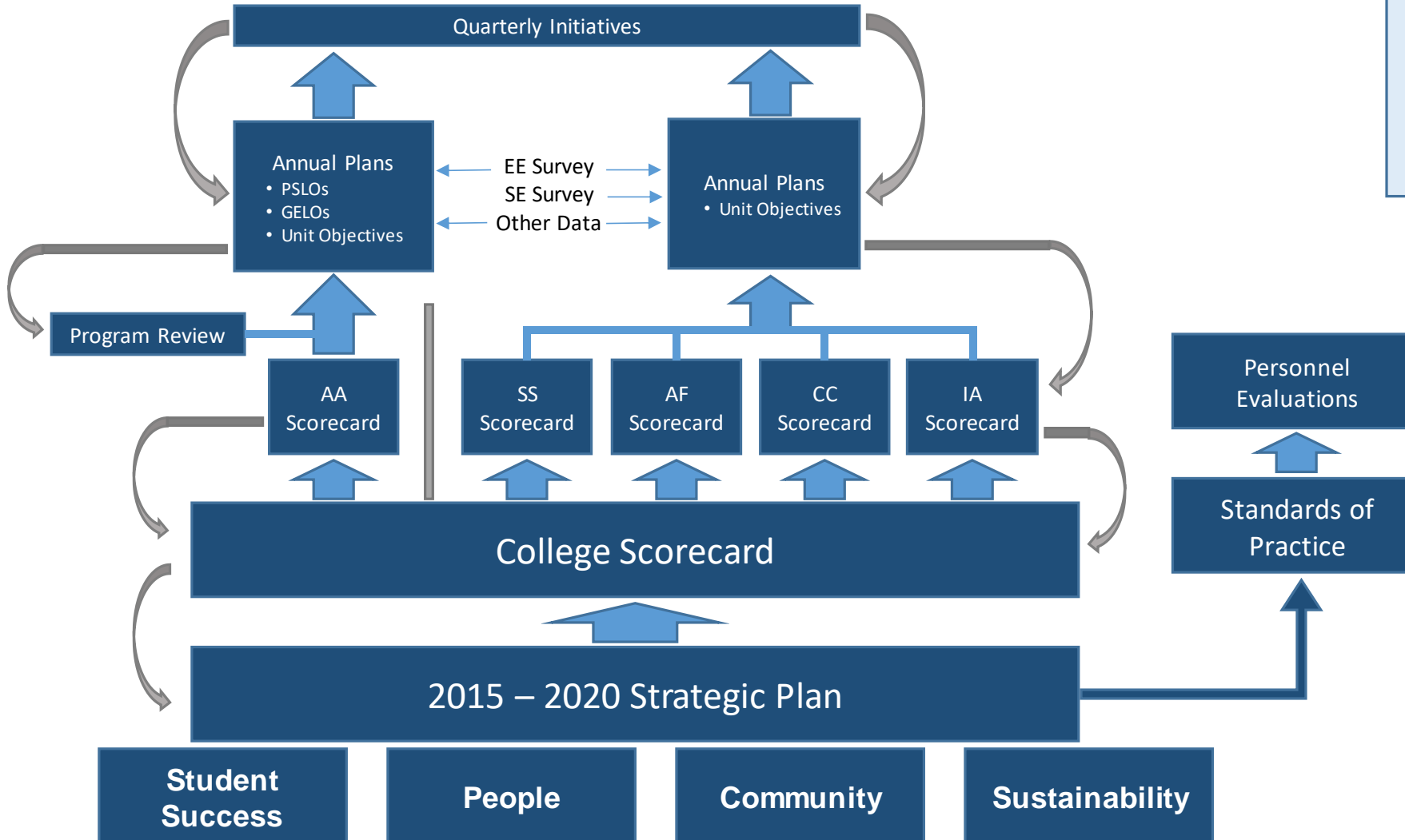
- **Student Success**
- **Economic Development**
- **Internal Relationships**
- **Community Partnerships**
- **Educational Programs**

PLANNING AND EVALUATION

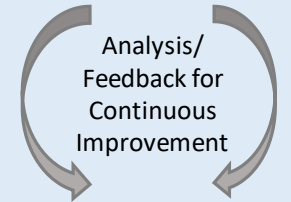
OPERATIONAL



STRATEGIC



KEY



**Staff
Development
Institutes**

**Leadership
Development
Institutes**

**Emerging
Leaders
Institute**

PLAN OF ATTACK

SLCC Institutional Scorecard

Student Success	People	Community	Sustainability
Outcomes			
Retention	Employee Engagement	Stakeholder Satisfaction with Program Outcomes	Enrollment (for credit and non credit)
Persistence	Voluntary Employee Retention	Occupational Program Employment Rates	Foundational Fundraising Dollars
Completion		Transfer Program Transfer Rates	Financial Sustainability

Employee Engagement

Improvement Opportunities – Lowest Items Why are these items rated lower?



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Rank	Item	Category	Mean
1	SLCC is effective at retaining valuable people.	Climate	2.29
2	My supervisor's Team explains why decisions are made.	SR Leadership	2.51
3	My supervisor is honest.	SR Leadership	2.56

Wins – Highest Items – Why are these items rated higher?



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Rank	Item	Category	Mean
1	The Work I do is meaningful to me.	Indiv Commitment	4.61
2	My work positively impacts the success of our students.	Indiv Commitment	4.60
3	I go beyond what's expected of me to ensure the success of SLCC.	Indiv Commitment	4.58
4	I feel personally driven	Indiv Commitment	4.57
5, 6	My immediate supervisor is encouraging.	SR Leadership	4.56
5, 6	My immediate supervisor is supportive.	SR Leadership	4.56

Summary Item Means and Overall Mean

	2016
I am encouraged by the progress I see at SLCC.	3.13
I recommend SLCC as a good place to work.	3.27
Overall Mean	3.51

Employee Engagement

	SLCC 2015-16	SLCC 2016-17	SLCC 2017-18	SLCC 2018-19	Range ¹ (N = 34 to 1,198) Low High		2016-17 CI Rating	2017-18 CI Rating	2018-19 CI Rating
Personal Feelings about My Work	3.77	4.00	4.16	4.23	3.63	4.23	★	★	★
Immediate Supervisor Items	4.03	4.48	4.41	4.56	3.44	4.56	★	★	★
Senior Leadership	2.74	3.70	4.47	4.47	2.74	4.47		★	★
Chancellor	-	-	4.04	4.33	3.81	4.33			★
Communication	3.06	3.59	3.86	3.96	3.06	3.96	★	★	★
Culture / Treatment of Employees	2.85	3.30	3.67	3.74	2.69	3.74		★	★
Pay and Benefits	3.20	3.30	3.36	3.56	2.63	3.56			★
Summary	3.20	3.86	4.06	4.16	3.18	4.16			★
Overall Mean	3.51	4.05	4.17	4.29	3.51	4.17	★	★	★

¹ Includes data from 15 separate higher education survey administrations.

The Chronicle Great Colleges to Work For 2018

ModernThink

ModernThink Higher Education Insight Survey 2018

South Louisiana Community College

Yr-to-Yr ScoreCard - Full Data Set

Ratings by Factor (unsorted)



	2018 Overall		2017 Overall		2016 Overall		2015 Overall		2014 Overall		2013 Overall	
	Positive Response	Negative Response	Positive Response	Negative Response	Positive Response	Negative Response	Positive Response	Negative Response	Positive Response	Negative Response	Positive Response	Negative Response
Total number of survey respondents	108	168	141	141	113	113	174	174	192	192	148	148
Job Satisfaction/Support												
My job makes good use of my skills and abilities	87	5	85	7	69	11	74	5	76	6	80	4
I am given the responsibility and freedom to do my job	81	5	82	3	66	13	59	18	64	14	71	5
I am provided the resources I need to be effective in my job	67	11	67	9	53	14	46	21	54	17	57	14
Job Satisfaction/Support - Average	78	7	78	4	62	12	59	14	64	12	70	7
Teaching Environment												
There is a good balance of teaching, service and research at this institution.	65	15	62	10	45	21	47	23	38	23	56	10
Teaching is appropriately recognized in the evaluation and promotion process	70	9	66	11	47	22	57	16	48	24	51	16
There is appropriate recognition of innovative and high quality teaching	64	11	56	8	33	37	42	25	42	30	50	18
Teaching Environment - Average	66	12	61	9	41	26	47	21	43	25	53	14
Professional Development												
I am given the opportunity to develop my skills at this institution	74	7	73	8	60	24	55	20	61	16	64	12
I understand the necessary requirements to advance my career	79	9	70	10	62	15	60	17	50	14	71	15
Professional Development - Average	77	8	71	9	61	19	57	18	55	15	67	13
Compensation, Benefits & Work/Life Balance												
I am paid fairly for my work	41	34	32	38	42	39	40	38	35	40	38	40
This institution's benefits meet my needs	78	5	69	9	61	14	63	14	70	14	67	7
My supervisor/department chair supports my efforts to balance my work and personal life	87	4	88	6	83	7	78	9	79	7	80	4
This institution's policies and practices give me the flexibility to manage my work and personal life	74	8	77	11	57	15	56	21	60	19	61	7
Compensation, Benefits & Work/Life Balance - Average	70	13	65	15	60	18	59	20	61	20	67	14
Facilities												
The institution takes reasonable steps to provide a safe and secure environment for the campus	67	14	76	6	64	21	65	16	71	11	65	13
The facilities (e.g., classrooms, offices, laboratories) adequately meet my needs	62	16	58	10	47	14	49	23	50	17	57	10
Facilities - Average	65	15	67	8	55	17	57	19	60	14	61	11
Policies, Resources & Efficiency												
Our review process accurately measures my job performance	66	14	56	18	44	29	45	24	45	29	42	21
My department has adequate faculty/staff to achieve our goals	50	20	45	23	50	25	43	30	44	29	48	27
Our orientation program prepares new faculty, administration and staff to be effective	44	25	50	17	38	33	34	32	26	30	37	31
This institution actively contributes to the community	82	4	81	3	73	5	64	12	71	4	75	6
This institution places sufficient emphasis on having diverse faculty, administration and staff	78	5	75	3	69	5	74	6	75	5	81	4
This institution is well run	58	15	48	19	31	41	29	36	31	37	38	27
Policies, Resources & Efficiency - Average	63	14	59	13	50	22	48	24	49	23	53	19
Shared Governance												
The role of faculty in shared governance is clearly stated and publicized	56	18	52	19	43	31	42	29	40	27	56	16
Faculty are appropriately involved in decisions related to the education program (e.g., curriculum development, evaluation)	64	13	64	15	38	37	41	32	38	30	59	13
Faculty, administrator and staff are meaningfully involved in institutional planning	64	13	58	15	34	37	36	33	36	34	57	15
Shared Governance - Average	61	15	55	16	38	38	39	31	38	31	55	14
Pride												
I understand how my job contributes to this institution's mission	90	3	93	1	94	6	81	8	94	5	90	2
Overall, my department is a good place to work	89	4	90	2	90	5	75	8	78	5	76	3
I am proud to be part of this institution	79	6	76	6	59	15	56	14	57	14	75	8
This institution's culture is special - something you don't find just anywhere	59	16	61	11	43	35	46	26	41	30	48	24
All things considered, this is a great place to work	74	5	73	4	56	21	50	17	51	21	61	11
Pride - Average	78	7	78	4	64	16	61	14	61	15	70	8
Supervisors/Department Chairs												
My supervisor/department chair makes his/her expectations clear	82	4	85	4	78	8	74	11	73	8	88	14
I receive feedback from my supervisor/department chair that helps me	84	7	77	7	73	8	66	9	61	13	63	20
I believe what I am told by my supervisor/department chair	81	4	76	5	69	9	68	13	63	14	68	10
My supervisor/department chair regularly models this institution's values	85	5	83	3	74	8	69	12	71	10	71	9
My supervisor/department chair is consistent and fair	81	5	79	4	71	7	71	12	70	10	67	13
My supervisor/department chair actively solicits my suggestions and ideas	80	8	78	8	63	12	68	16	61	16	64	14
I have a good relationship with my supervisor/department chair	88	3	90	2	92	4	81	5	79	8	90	4
Supervisors/Department Chairs - Average	83	5	81	4	73	8	71	11	68	11	68	12



Liberal Arts & Humanities

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Where are we succeeding? Why?

Mandatory Reporting Responsibility (Standards of Practice)

- ❑ Improvement goals for Liberal Arts & Humanities to improve from approximately 85% on-time for mandatory reporting in 17-18 (Grade reporting, SH/NS)
- ❑ 18-19 mandatory reporting was 95% on-time in Fall 2018, 99% on-time in Spring 2019 for Liberal Arts & Humanities

(Similar improvements across other Divisions)

Where are we falling short? Why?

- Completion Rates for Degrees Compared to Enrollments

Enrollment Samples 14-19 (AGS, AS-Business, AS-CJUS)

	F 14	F 15	F 16	F 17	F 18		SP 15	SP 16	SP 17	SP 18	SP 19		SU 14	SU 15	SU 16	SU 17	SU 18
AGS - General Studies	2,136	2,239	2,390	2,287	2,205		2,069	2,058	2,194	2,203	2,095		456	603	636	542	584
Main & New Iberia	2,078	2,113	2,263	2,161	1,971		2,047	1,955	2,093	2,026	1,848		456	596	582	508	538
Acadian	15	18	12	14	16		2	15	11	30	23			4	5	6	7
C. B. Coreil	0	10	15	2	9		3	10	5	15	11			1	5	4	10
Evangeline	11	47	30	28	41		8	31	24	46	61			0	12	8	10
Gulf Area	15	42	44	32	57		6	29	41	40	65			1	14	9	10
T. H. Harris	17	9	26	50	40		3	18	20	46	55			1	18	7	9
Young Memorial					71						32						
AS - General Business	275	603	507	497	549		367	532	419	477	546		50	127	107	102	146
Main & New Iberia	241	493	438	433	491		348	446	373	386	457		50	120	105	93	125
Acadian	9	29	17	14	11		5	27	11	26	16			2	0	2	6
C. B. Coreil	3	17	12	5	5		5	13	6	8	7			0	1	1	3
Evangeline	3	13	14	15	11		4	10	9	22	21			0	0	3	3
Gulf Area	9	22	9	17	16		3	17	7	22	20			3	0	3	2
T. H. Harris	10	29	17	13	9		2	19	13	13	14			2	1	0	7
Young Memorial					6						11						
AS - Criminal Justice	126	96	89	135	155		121	72	93	128	147		30	34	15	33	56
Main	126	96	89	129	148		121	72	93	111	131		30	34	15	33	51
Evangeline				6	7					17	16						5

Where are we falling short? Why?

- Completion Rates for Degrees Compared to Enrollments

Enrollment Samples 14-19 (AGS, AS-Business, AS-CJUS)

	2014-15	2015-16	2016-17	2017-18	2018-19
AGS - General Studies	185	229	228	201	191
Main & New Iberia	185	229	227	183	184
Acadian			0	0	0
C. B. Coreil			1	1	0
Evangeline			0	1	0
Gulf Area			0	0	1
T. H. Harris			0	16	6
Young Memorial					
AS - General Business	4	25	39	82	106
Main & New Iberia	4	24	38	79	99
Acadian		1	1	2	2
C. B. Coreil		0	0	1	1
Evangeline		0	0	0	1
Gulf Area		0	0	0	1
T. H. Harris		0	0	0	2
Young Memorial					
AS - Criminal Justice	16	5	6	14	16
Main	16	5	6	14	16
Evangeline				0	0

What actions can be taken to overcome challenges to achieve results?

Where are we succeeding? Why?

- Continue to on-board new instructors (both full-time and adjunct) on necessity of mandatory reporting (educate on Title IV implications); increase connectivity and responsibility of adjunct instructors across Divisions

Where are we falling short? Why?

- Continue to streamline and improve advising at SLCC
- Look at options to continue adding student success initiatives (tutoring, alternative Developmental paths)
- Look to add non-curricular student support (child care, etc.)

WHAT'S NEXT FOR INSTITUTIONAL RESEARCH?

MORE DATA!

Promoting Data Ownership



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Connect with Us

Natalie Harder, Ph.D.

Chancellor

Natalie.Harder@solacc.edu

Charles Miller, Ph.D.

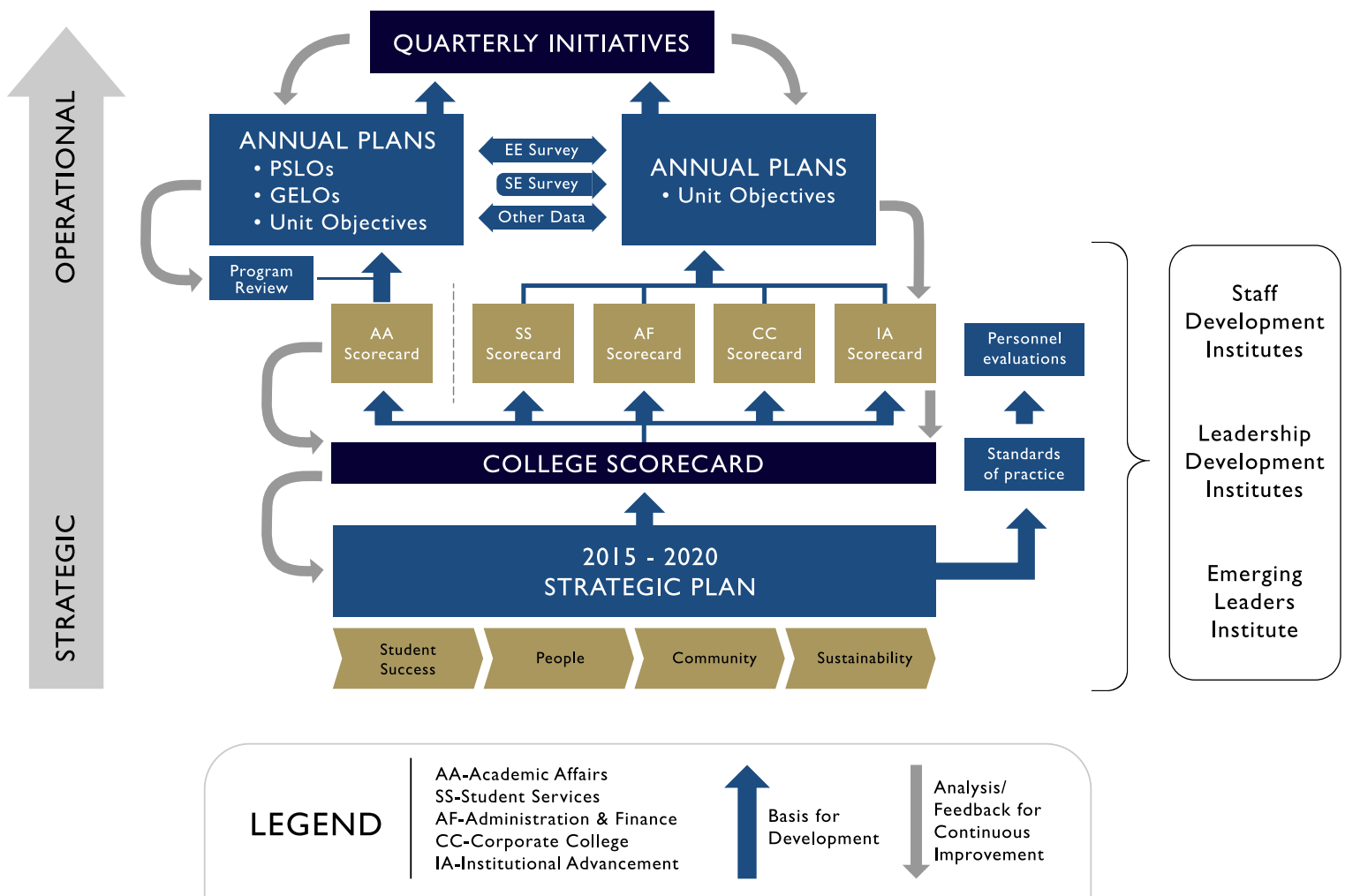
Associate Vice Chancellor

Charles.Miller@solacc.edu



2019 Annual Conference

Over the past four years SLCC has fully embedded the principles of organizational excellence as a systems framework for driving positive outcomes. College progress is monitored using scorecards that frame measures and strategic actions. Through these scorecards, SLCC is able to demonstrate clear improvement in its service to its communities and students and that it is a better place to work than it was four years ago.

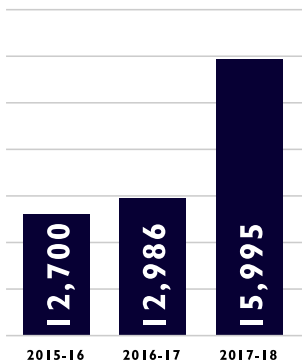


Contact

Dr. Natalie Harder
Chancellor
South Louisiana Community College
(337) 521-9050
natalie.harder@solacc.edu
1101 Bertrand Dr.
Lafayette, LA 70506

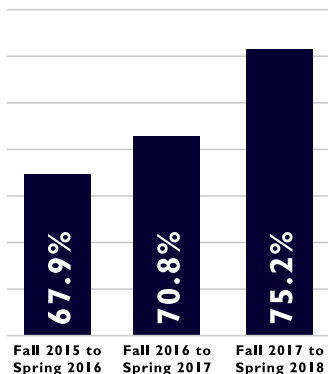
Dr. Charles Miller
Associate Vice Chancellor
South Louisiana Community College
337.521.8990
charles.miller@solacc.edu
1101 Bertrand Dr.
Lafayette, LA 70506

Organizational Outcomes



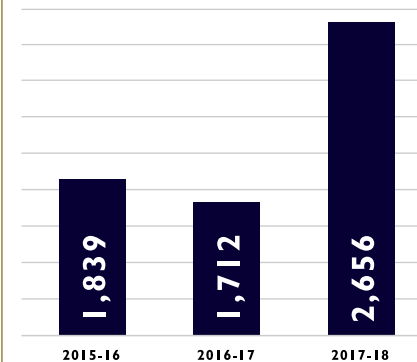
**Unduplicated Academic Year Enrollment
All Students**

Twenty-six percent (26%) increase in unduplicated headcount of all students served



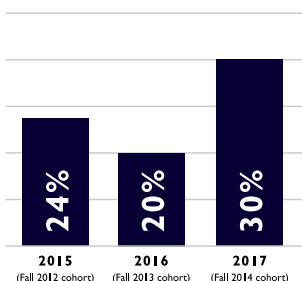
**Fall to Spring Retention
All Entering Students**

7.3 percentage point increase in Fall to Spring retention rate of all entering for-credit students



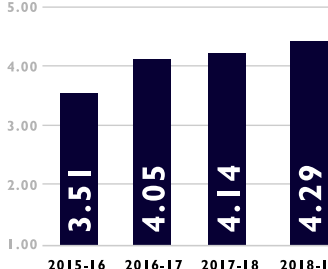
**Unduplicated Headcount of Students
Earning Credentials**

Forty-four percent (44%) increase in unduplicated headcount of students awarded one or more credentials



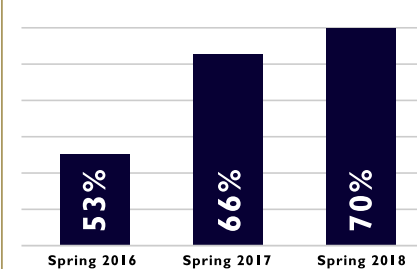
**Graduation Rates
Percentage of Completers in 150% Time**

Six (6) percentage point increase in 150%-time-to-completion IPEDS graduation rate



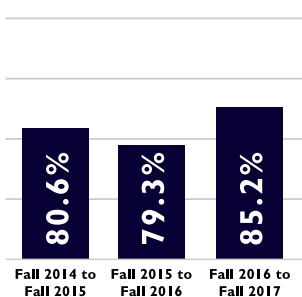
**Employee Engagement Survey
Overall Mean Score**

Employee Engagement Survey overall mean (on 1-5 scale) increased from 3.51 to 4.29



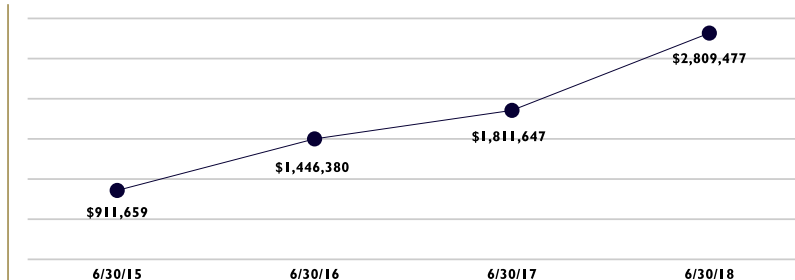
**Employee Satisfaction - Great Colleges Survey
Overall Positive Response Percentage**

Seventeen (17) percentage point increase in employee overall positive perception on the Chronicle of Higher Education's Great Colleges to Work For Survey



Employee Retention

4.6 percentage point increase in employee retention



Foundation Assets

More than \$10 million raised and \$32 million in new facilities added. SLCC Foundation experienced a 208% increase in total assets. Foundation quadrupled its endowment portfolio from 2015 to 2018.

What We Have Learned

- Commitment has to be from the top AND from the bottom.
- Trust and integrity are the foundation of the work.
- Stop doing what you have been doing.
- Inclusivity is not a checkbox.
- Celebrate the wins.
- Face time trumps all.
- Consistency is key.
- The way people feel valued is not always about the salary you pay them.
- Be willing to make hard decisions.
- Check your understanding.