

VISION

The LSU Office of Institutional Effectiveness is committed to providing exceptional support and service in facilitating a culture of continuous improvement in alignment with LSU’s mission, strategic priorities, and regional accreditation expectations.

MISSION STATEMENT

The LSU Office of Institutional Effectiveness provides campus-wide leadership and support for accreditation and the integration of planning and assessment processes that reinforce institutional quality and continuous improvement.

CORE VALUES

- Integrity
- Quality
- Collaborative
- Empowering
- Supportive
- Respectful

GOALS

OPERATIONAL EXCELLENCE: Demonstrate a commitment to the principles of continuous improvement by engaging in systemic and documented assessment processes in support of student learning, academic quality, and campus-wide institutional planning.

Performance Indicators:

- Increase the number of workshops (number and/or topics) offered each year to support an institutional culture of assessment – moving from compliance to quality - with topics such as defining assessment measures, curriculum mapping, integrative learning, using evidence appropriately, and data driven actions.
- Provide orientation sessions and on-going support for those programs scheduled for academic program review and the internal review panel membership.
- Conduct periodic review of policies and procedures seeking opportunities for improvements to enhance reporting processes and/or office effectiveness.
- Increase and enhance feedback mechanisms for reporting requirements (student learning assessment, general education/integrative learning core, strategic planning).
- Development and implementation of a university-wide Survey Committee by 2025, including coordination of survey efforts, such as timing of survey deployment to reduce saturation points on campus, triangulation of survey findings to impact decision-making, survey design support, etc.
- Achieve designation as an Excellence in Assessment (EIA) program for LSU by 2025.

Related Strategies:

- Develop and provide on-going support (e.g., clear documentation of institutional expectations, guidelines, software guides, workshops, orientation sessions, resource materials, etc.) to facilitate an institutional culture of assessment, including: (1) annual assessment of degree programs and stand-alone certificates; (2) assessment of general education courses annually and renewals; (3) annual strategic planning; and (4) program review.

- Monitor submission of report elements per stated deadlines and develop meaningful methods for providing effective feedback (student learning assessment, general education/integrative learning core, and strategic planning).
- Research best practices and work collaboratively with Student Affairs and others in preparation for the implementation of a university-wide Survey Committee.
- Develop a mechanism to measure OIE impact for improvement of quality assessment practices and continuous improvement efforts for related teaching and learning.
- Develop appropriate strategies and timeline to meet EIA Designation criteria by desired application period timeline.
- Develop topics of interest and corresponding schedule to provide workshops, including internal and external experts (as resources permit).

SERVICE EXCELLENCE: Provide exceptional customer service and support to stakeholders campus-wide across all facets of institutional effectiveness activities.

Performance Indicators:

- Achieve satisfactory results from workshop participants.
- Increase number of web hits for key office website pages (www.lsu.edu/oie)
- Increase OIE Newsletter readership
- Establishment and formalization of office policies, procedures, and communications to ensure continuity of exceptional service and support as well as internal efficiencies and effectiveness.

Related Strategies:

- Develop and provide on-going support (e.g., clear documentation of institutional expectations, guidelines, software guides, workshops, etc.) to facilitate the (1) annual assessment of degree programs and stand-alone certificates; (2) assessment of general education courses annually and renewals; (3) annual unit strategic planning; and (4) program review.
- Enhance communication efforts for all OIE processes, including better utilization of office website and development of a periodic newsletter.
- Ensure office policies and procedures, including back-up assignments, are in place for timely and appropriate customer-centric responses during periods of reduced staffing levels or transitions. Formalization of efforts in alignment with maturation of the office.

ACCREDITATION COMPLIANCE: Successfully manage all SACSCOC accreditation reporting requirements and provide support for college/program specialized accreditation processes.

Performance Indicators:

- SACSCOC:
 - ✓ Successful facilitation and submittal of SACSCOC Fifth-Year report (2020) and Reaffirmation (2024)
 - ✓ Successful facilitation and submittal of all SACSCOC requests, including unsolicited information requests, follow-up reports, annual profiles (enrollment, financial), etc.
- Specialized Accreditation: Consultation and support provided to units/programs under-going specialized accreditation and/or developing follow-up reports
 - ✓ Review of self-study materials (in conjunction with OAA)
 - ✓ Individual/Group workshops or other support specific to the accreditor's expectations for institutional effectiveness-related standards.

Related Strategies:

- Develop and maintain systemic processes, using technology as applicable, to facilitate managing SACSCOC requirements (e.g., substantive change, faculty credentialing, student achievement, program coordinators, etc.)
- Establish committees of key stakeholders in support of major reporting requirements (e.g., conducting gap analysis, providing narrative and supporting documentation).
- Develop more intentional paths to support programmatic accreditation via review of self-study materials and other resources, such as 1:1 workshops, as needed. Enhanced tracking abilities of specialized accreditation status to better promote and support units. Market to colleges/programs resources available, including targeted intentional communications for those close to an accreditation cycle.
- Conduct periodic institutional audits, particularly in response to any changes in SACSCOC requirements.

CAREER ENRICHMENT: Prioritize office staff professional development opportunities to promote continuous learning and growth.

Performance Indicators:

- Ensure all staff have multiple opportunities (group and/or individual) to participate in a variety of professional development opportunities for all staff each year (e.g., conferences, webinars, workshops, on-campus offerings, statewide groups, etc.). Maintain or increase annually, as resources permit.
- Encourage submission of proposals for conference presentations and publications, as appropriate.
- Annual review of job responsibilities and back-up assignments, in conjunction with the university's annual performance review process, to ensure appropriate office coverage and exploration of staff interests and ideas for enhancing office operations and their contributions, including opportunities for growth.

Related Strategies:

- Promote the importance of individual professional development and continuous learning, including allocating resources as available.
- Mentor staff in support of professional growth opportunities.
- Seek opportunities to enhance overall office operations in alignment with areas of staff interests and professional development.