The Higher Learning Commission Action Project Directory

Minneapolis Community and Technical College

Project Details

Title	Student Services Unit Review	**Status**	ACTIVE
Category	7-Measuring Effectiveness	**Updated**	
Timeline		**Reviewed**	
Planned Project Kickoff	09-01-2011	**Created**	03-31-2011
Target Completion	02-29-2012	**Version**	1

1: Project Goal

A: The Student Services Unit Review Action Project will focus on creating a system for measuring and monitoring performance and setting targets in all Student Services departments; and ensuring that all outcomes provide actionable feedback for continuous improvement.

2: Reasons For Project

A: Other College areas – academic programs, Finance and Operations – use metrics to evaluate performance both annually and, in the case of Finance and Operations, in real-time. Student Services, on the other hand, does not have a standard set of metrics in place to systematically: 1) measure performance, 2) set targets or 3) plan for improvements.

3: Organizational Areas Affected

A: Student Services, Business Services, Academic Affairs, Strategy, Planning and Accountability

4: Key Organizational Process(es)

A: Performance evaluation, planning for improvement

5: Project Time Frame Rationale

A: This project will begin after the Fall enrollment cycle allowing staff and supervisors time to learn about best practices at other colleges and select appropriate metrics. The project will end before budgeting decisions are made allowing individual departments to determine their budget needs, if any, related to metrics deployment.

6: Project Success Monitoring

A: The primary method for determining progress success will be milestone completion by the dates indicated in the project charter, to be completed at the outset of the project.

7: Project Outcome Measures

A:

1. The primary outcome measure will be a complete system for measuring Student Services effectiveness which will include a set metrics for every Student Services department, guidelines for target-setting and action planning based on outcomes on the metrics, and a process that supervisors and staff can use annually to complete these activities.
2. A secondary outcome measure will be the degree of involvement of staff and supervisors in this project. Metrics to determine “involvement” will be established at the outset of the project.