

TTU  HSC

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Weave Content Training

Continuous Improvement

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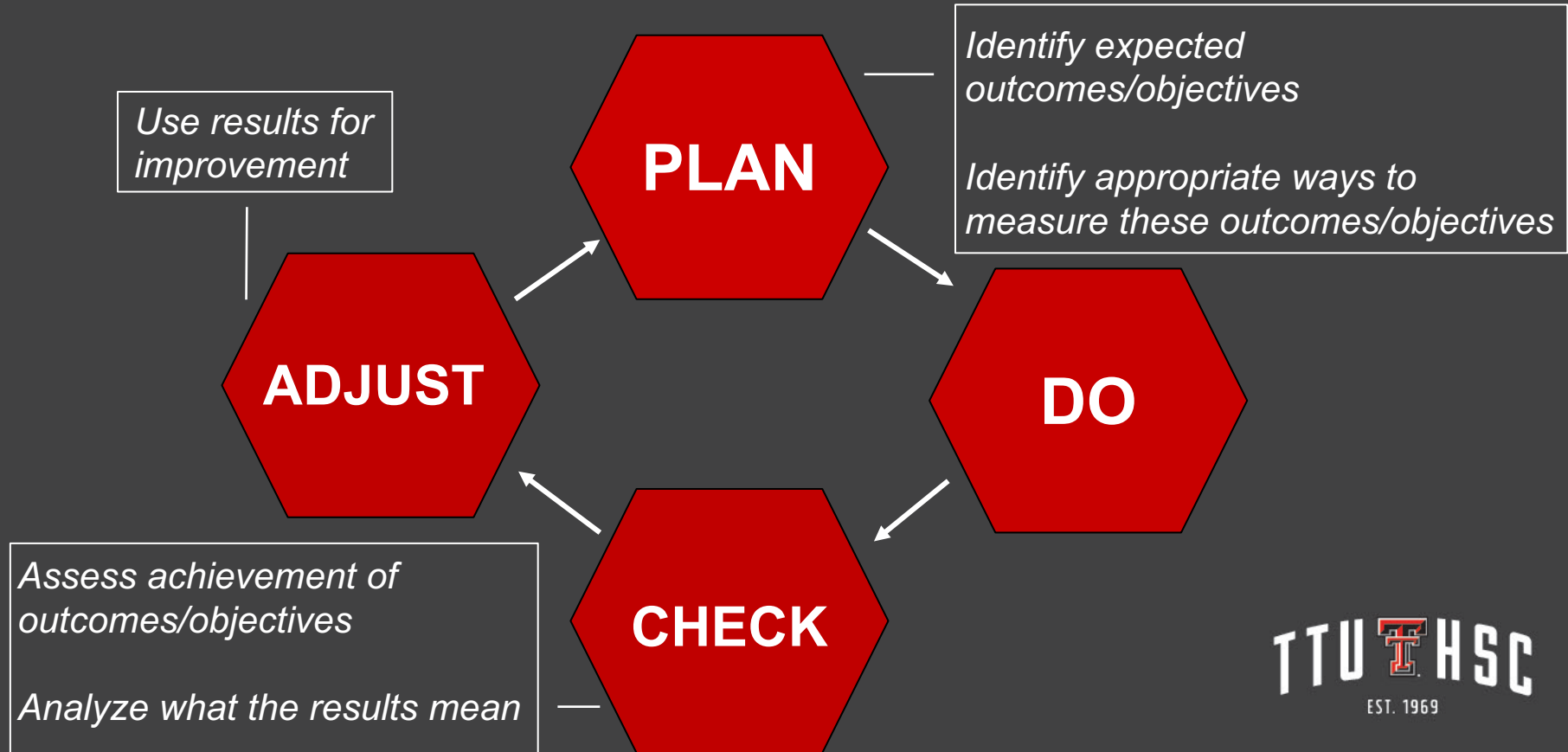
Assistant Director of Academic Planning & Compliance

Timeframe and Deadlines

- Weave plans are completed on an annual basis
- The reporting cycle is **September 1 – August 31**
- It is recommended that the Planning Phase of each plan be completed by **February 1**
- The deadline for plan completion is **September 30**



Simplify the Language



Continuous Improvement Phases

Phase I: Planning

Mission Statement

TTUHSC Goals

Outcomes/Objectives

Supported Initiatives

*TTUHSC Strategic Plan

Measures

Targets

Phase II: Evaluation

Progress on Planned Improvements

Findings

Action Plan

Project Attachments

Weave Structure

Broadest

Mission Statement, Goals, &
Progress on Planned
Improvements

Outcomes/Objectives,
Action Plan, &
Supported Initiatives

Measures &
Targets

Action
Items

Most Specific

Mission Statement

A **Mission Statement** is a brief statement of general values and principles which guide the program curriculum or department goals.

- Sets a tone and philosophical position from which outcomes/objectives are developed
- Communicates the overall purpose
- Distinguishes the program or department from similar areas
- Aligns clearly with the mission of TTUHSC

Mission Statement

Here are four essential questions your Mission Statement must answer:

- **Who** are we?
- **What** do we do?
- **Why** do we do it?
- **For whom** do we do it?

Mission Statement

Example: Academic Program

Program Name: **Who**

The mission of the Department of Pediatric Dentistry at the XYZ School of Dentistry is to educate students in childhood growth and development as it relates to oral health in order to produce competent and compassionate dental professionals.

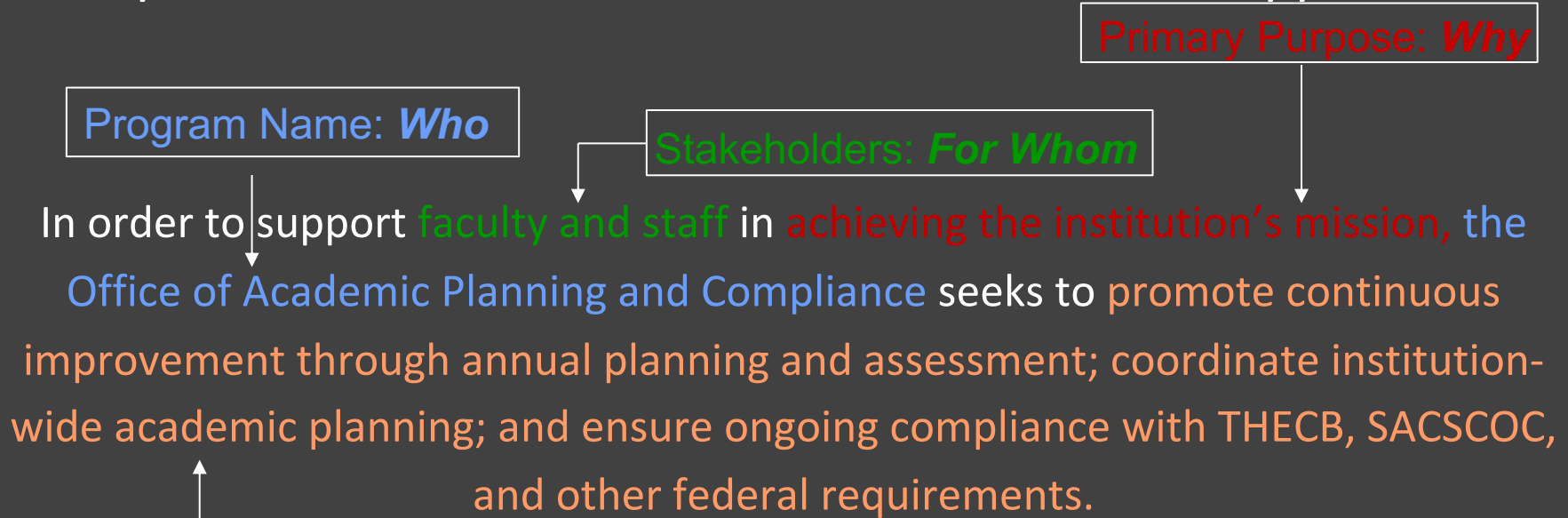
Primary Functions: **What**

Primary Purpose: **Why**

Stakeholders: **For Whom**

Mission Statement

Example: Administrative and Academic/Student Support Units



Primary Functions: **What**

Progress on Planned Improvements

This is a very important component of the Weave plan. It's one thing to establish Outcomes/Objectives and measure progress, but it's how you use those results to promote improvement that really matters!

- Review the Targets marked as *Partially Met* or *Not Met* from the previous cycle. Elaborate on the actions you took in the current cycle to address those issues. Upload any applicable documentation.
- If you marked *Met* on all Targets in the previous year, please give a brief summary of program/unit successes or improvements that happened during the last year.
- If you did not track assessment Targets or Findings during the previous cycle, please give a brief summary of program/unit improvements since your last tracked assessment cycle.

Progress on Planned Improvements

Partially Met Example: At least 75% of required faculty and staff will complete their continuous improvement plans in Weave by September 30. Completion rates will increase to 100% by December 31. During the previous cycle, TTUHSC Weave administrators worked toward improving Weave completion rates by the designated deadlines. We continued to communicate deadlines using a variety of methods, including email, the Local News section on Weave, and TTUHSC announcements. We also continued Weave Wednesdays, in which we offered face-to-face training opportunities for Weave users during the months of August and September. Finally, we implemented a new peer review process in which all Weave plans were reviewed by faculty and staff in a single day. Despite these efforts, only 64% completed their Weave plans by the deadline, which increased to 90% by October 30 and 100% by December 31.

Progress on Planned Improvements

Unit Improvement Summary Example: In collaboration with school liaisons, The Office of Academic Planning & Compliance continued managing Digital Measures and the assessment process for general education competencies. Office personnel also began managing the state authorization processes across the institution. Lastly, the annual continuous improvement process was reviewed, and the assessment management system (i.e., Weave) was updated and reconfigured.

TTUHSC Goals

- Choose one of the 5 TTUHSC-wide goals that is relevant to your area. You can have multiple goals if more than one TTUHSC-wide goal is relevant to your area. You will need to ensure your outcomes/objectives and strategic initiatives align appropriately within each goal. The 2020 TTUHSC Goals are as follows:
 - **Academics**
 - **Research**
 - **Service and Outreach**
 - **People**
 - **Operations**

Outcomes/Objectives

- We suggest you have 3 to 5 Outcomes/Objectives
- Each Outcome/Objective should align with the plan's Mission Statement, be measurable, and linked to appropriate elements of the TTUHSC Strategic Plan, which have already been entered into the Weave system
- Be distinctive from each other
- Describe the intended outcomes, not the actual outcomes

Outcomes/Objectives

Avoid “Bundling”

TTUHSC Office of Student Affairs will oversee implementation of Banner upgrades and will provide oversight of student organizations.

Better

(O1) TTUHSC Office of Student Affairs will oversee implementation of Banner upgrades.

(O2) TTUHSC Office of Student Affairs will provide oversight of student organizations.

Outcomes/Objectives

Avoid using Directionality and Quantifiable Targets

Customer satisfaction will increase by averaging at least a 4.5 level of satisfaction on all survey items.

Better

Students will provide ongoing and systematic feedback about Student Support Services across the institution.

Student Learning Outcomes

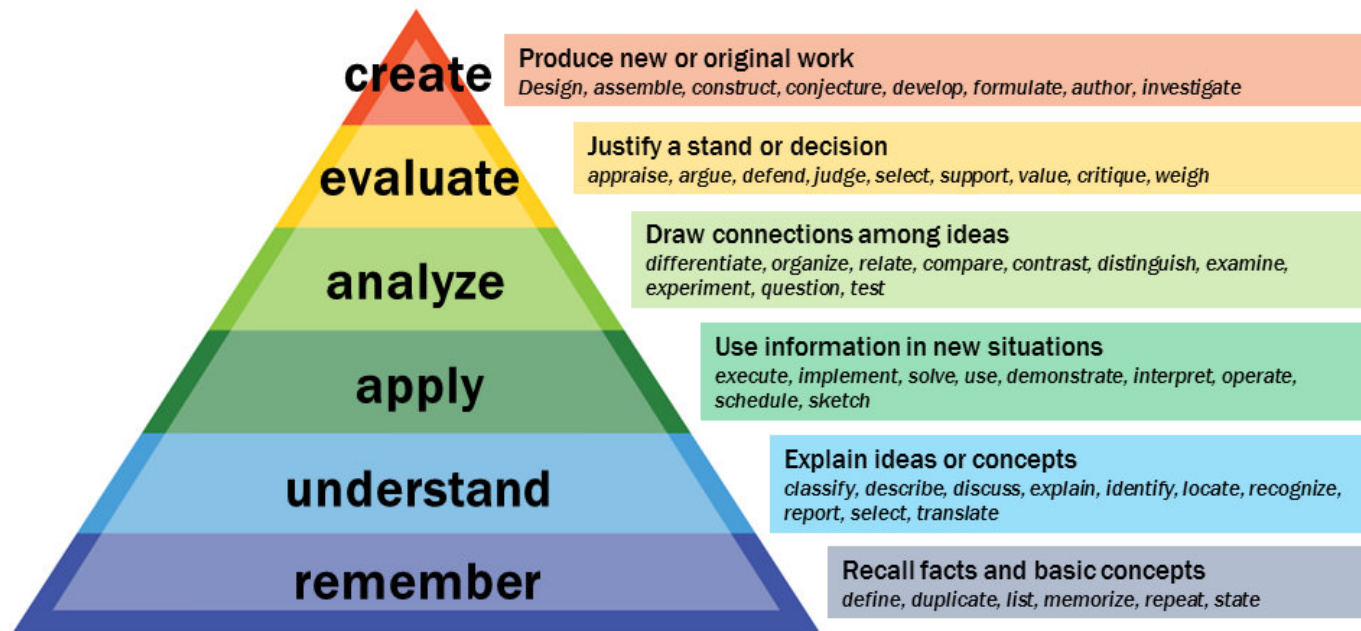
For Academic Programs

What the student should know or be able to do upon successful completion of the program.

NOT what courses the student will take or what experiences they will have within the program

NOT what will be provided to the student during the duration of the program

Bloom's Taxonomy



Vanderbilt University Center for Teaching

Student Learning Outcomes

For Academic Programs

Students will define, explain, and apply key concepts and fundamental principles related to Speech, Language, and Hearing Sciences

NOT

Students will be provided a foundation of knowledge in key concepts and fundamental principles related to Speech, Language, and Hearing Sciences

Student Learning Outcomes

For Academic Programs

Students will effectively diagnose and treat hearing and balance disorders of patients across the lifespan and from culturally-linguistically diverse populations

NOT

In course HPSH 7365, students will learn how to obtain a diagnostically-driven case history and apply when evaluating test results. Students will learn how to administer and interpret common bedside/office evaluations of the vestibular ocular reflex and vestibular spinal reflexes.

Outcomes/Objectives

For Administrative and Academic/Student Support Units

Process Objective v. Customer Outcome

A Process Objective is an anticipated action which will move one toward the accomplishment of the department's mission.

- *Focuses on what the department will do*

A Customer Outcome is a statement that reflects your department's expected results for the intended customer.

- *Focuses on what the department expects their customer to be able to do*

Outcomes/Objectives

For Administrative and Academic/Student Support Units

- **Process Objective:** The Office of Academic Planning & Compliance will educate faculty and staff on how to use Weave.
- **Customer Outcome:** Faculty and staff will develop effective continuous improvement plans for their respective areas using Weave.

Outcomes/Objectives

For Administrative and Academic/Student Support Units

- **Process Objective:** The Office of Faculty Development will offer quarterly training on the effective use of technology to enhance classroom instruction.
- **Customer Outcome:** Faculty will use classroom technology effectively to enhance student learning experiences.

Measures

Evidence that documents the progress you've made toward achieving your Outcome or Objective.

- Details what will be measured and how it will be measured
- Measures should align appropriately with outcomes/objectives
- Have at least one measure per outcome/objective
- Build an inventory of existing evaluation and assessment activities
 - Certification Exams, Presentation Rubrics, Student Satisfaction Surveys, Compliance Reports
- Process Indicators can also be used as Measures and documented by sign-in sheets or consultation logs
 - Number of workshops offered, number of people trained

Measures

For Academic Programs

Direct Measures

- Comprehensive Exam
- Student Publication or Conference Presentation
- Internship or Clinical Evaluation
- Portfolio Evaluation
- Pass Rates on Certification or Licensure Exam
- Capstone Project or Senior Thesis

Indirect Measures

- Exit Interview
- Focus Group
- Job or Graduate Placement Statistics
- Graduation and Retention Rates
- Alumni Survey
- Reflection Papers or Assignments
- Student Satisfaction Survey

Measures

For Administrative and Academic/Student Support Units

Things you can measure: Demand, Effectiveness, Efficiency, Perception of Services, Quality, and Satisfaction

Examples

Student Satisfaction Surveys
Number of event participants
Number of complaints
Comparisons to professional organizations' best practices
Number of applications
Processing time for requests
External Review

Opinion surveys
Growth in participation
Average wait or service time
Statistical reports
Staff training hours
Number of users
Focus Groups
Dollars raised

Targets

How or when will you know if you have been successful?

- Each Measure must have an established Achievement Target
- Targets should describe specific criteria for success and appear to be appropriately challenging and attainable in the given timeframe
- Targets can offer directionality or specify something quantifiable
 - An increase or decrease
 - A percent, rating, or score
- Targets should change to reflect improvement over time

Targets

Academic Program Plan Examples:

At least 95% of graduates from the TTUHSC MOT program will pass (score of 450 or higher) the NBCOT® certification exam on the first attempt.

NOT

Graduates from the TTUHSC MOT program will pass the certification exam.

Targets

Academic Program Plan Examples:

The pass rate of TTUHSC students on the Integrated Clinical Encounter sub-component will be at or above the national average for the first time test takers.

NOT

The pass rate of TTUHSC students on the Integrated Clinical Encounter will be at or above the average.

Targets

Administrative and Academic/Student Support Program Plan Examples:

The Institute's Research Group will submit at least three (3) grant applications by August 31st.

NOT

At least three (3) grant applications will be submitted.

Targets

Administrative and Academic/Student Support Program Plan Examples:

85% of new TTUHSC employees hired will have completed the required Institutional Compliance Orientation training within 60 days of hire.

NOT

New TTUHSC employees hired will complete the required Institutional Compliance Orientation training.

Findings

What were your 2020-2021 results? Did you meet your Targets?

- Describe Outcomes/Objectives in terms of stated achievement Targets and provide specific, yet objective, information about the results.
- Provide a context for each Finding, if relevant.

Findings

Needs improvement: Most of our students scored at or above the national average on the USMLE-Step 1 exam.

Better: On their first attempt, our students achieved a mean score of 224 on the USMLE-Step I exam. In addition, 98% of our first-time examinees passed the exam compared to 93% of examinees from other U.S. and Canadian medical schools.

Needs improvement: The target for fall enrollment was Met.

Better: The official enrollment figure for Fall 2015 was 99 students, which exceeded the targeted enrollment of 85. Additional demographic data about these students can be viewed in the 20-21 Enrollment Report, which has been uploaded as supporting documentation.

Action Plan

- Provide a detailed description of the actions you plan to take for the Targets marked as *Partially Met* or *Not Met*.
- If beneficial, you can use the “Action Items” section to discuss each Target’s Action Plan in more detail.
 - Actions Items may be helpful when you have multiple Targets or actions needed per Outcome/Objective.
- If all Targets were *Met*, we advise you to use this section to indicate what your program/unit will do to make general improvements over the next year.
 - However, if your department does not have anything additional to add, please indicate “Target(s) was met. No action needed at this time.”

Action Plan

Target 1.1.1.1 was Met Example: To promote continuous improvements in 2018-2019, APC staff will maintain existing department operations, while continuing to lead the institution through the SACSCOC reaffirmation process. The formal proposal for the Quality Enhancement Plan will be due in February 2019, as well as any Focused Report responses required by the off-site review team. Then the on-site visit will be in March 2019. Any subsequent reports will likely be due in Summer 2019. Once the reaffirmation process is complete, APC personnel will reevaluate the department's objectives in relation to TTUHSC's new strategic plan.

Action Plan

Not Met in 2018-2019 Example: The student survey will be administered in April 2019. At least 40% of the targeted population will complete the survey. The final report based on analyses of the results will be distributed in June 2019. Although we administered the survey in April, we only achieved a 38% response rate and failed to distribute the report until July. Thus, we will work diligently in 2019-2020 to address two areas of concern. First, we will improve marketing efforts by advertising the survey on TV monitors across campuses, and we will design new flyers and posters to replace dated marketing materials. Second, we will simplify data tables within the report to decrease the time needed for report preparation.

Attachments

- Upload any key documents that provide evidence of the progress you've made toward achieving your Outcomes/Objectives.
- Never upload documents that contain identifying information.
- Save your file with a **distinct and descriptive name** (i.e., Annual Report for Targets 1.1.1.1 Findings).
- You must upload documents in formats to which most people have access (e.g., Word, Excel, PDF).

Academic Program Example

Mission: The mission of the Doctor of Audiology Program within the Department of Speech, Language, and Hearing Sciences (SLHS) is to improve the quality of life for individuals with hearing and balance disorders by offering students the academic and clinical foundation needed to provide clinical services and engage in research.

1 TTUHSC Goal(s): Service and Outreach: Improve overall health and access to healthcare for communities in our region through the provision of patient care services and community outreach.

1.1 Outcome: Lifespan and CLD populations: Students will diagnose and treat hearing and balance disorders of patients across the lifespan and from culturally-linguistically diverse populations. [\(Linked to TTUHSC Strategic Plan element SO.2\)](#)

1.1.1 Measure: Number and diversity of clinical experiences: Students will obtain clinical experiences with patients across the lifespan and from culturally-linguistically diverse populations. By discipline-specific accreditation standards as defined by the Council on Academic Accreditation (CAA) of the American Speech-Language-Hearing Association, students must have evidence of experience with patients across the lifespan and from diverse populations. The Au.D. program requires clinical hours in certain categories with children and with adults (e.g. hearing evaluation in children and hearing evaluation in adults; amplification in children and amplification in adults). Students report their earned clinical clock hours by patient age, in addition to reporting if clinical experiences were with culturally-linguistically diverse patients. [\(See Attachment: Sample Hours Sheets\)](#)

1.1.1.1 Target: Each student will accumulate at least **20** experiences with culturally-linguistically diverse populations and will meet **100%** of the required clinical clock hours in age categories prior to leaving for their 4th year externship.

Administrative Example

Unit Mission: In order to support faculty and staff in achieving the institution's mission, the Office of Academic Planning & Compliance seeks to promote continuous improvement through annual planning and assessment; coordinate institution-wide academic planning; and ensure ongoing compliance with THECB, SACSCOC, and other federal requirements.

1 TTUHSC Goal(s): *Operations:* Ensure the operations and infrastructure effectively and efficiently support the mission of the institution.

1.1 Outcome: *Continuous Improvement Plans:* Faculty and staff will be able to develop effective continuous improvement plans for their respective areas. (Linked to TTUHSC Strategic Plan element O.2)

1.1.1 Measure: *Review of Continuous Improvement Plans:* All continuous improvement plans will be reviewed using a locally developed rubric. Rubric criteria will relate to the effectiveness of each unit's Mission Statement, Progress on Planned Improvement, TTUHSC Goals & Supported Initiatives, Outcomes/Objectives, Measure/Target levels, Findings, Action Plan, and Project Attachments. (See Attachment: Weave Plan Rubric Template)

1.1.1.1 Target: All continuous improvement plans will be reviewed on an annual basis by a cross-disciplinary group of peers. **80%** of the plans will fall into the Acceptable or Excellent category.

Academic/Student Support Example

Mission: The mission of the Department of Classroom Support is to provide quality educational services and support for all faculty, staff, and students in achieving the institutional mission.

1 TTUHSC Goal(s): **Operations:** Ensure the operations and infrastructure effectively and efficiently support the mission of the institution.

1.1 Outcome: **Classroom assignments:** Classroom assignments for academic classes and events for faculty, staff, and students will be sufficiently completed by office personnel in a timely manner. (Linked to TTUHSC Strategic Plan element O.1)

1.1.1 Measure: **COGNOS Report:** COGNOS reports are produced for each term to show classes and their classroom assignments. Faculty, staff, and students all have the same classroom assignment information that is used for their specific need.

1.1.1.1 Target: Classroom assignments will be sufficiently completed by **October 1st** for Spring classes and by **March 1st** for Summer and Fall classes.

Helpful Resources

Additional Resources:

- *TTUHSC Weave Cheat Sheet*
- *Guidelines for Documenting Continuous Improvement*
- *TTUHSC Weave Frequently Asked Questions*
- *Continuous Improvement Plan Reviews*
- *Rubrics (Academic and Administrative/Student & Academic Support)*
- *TTUHSC Weave How to Users Guide*
- *Training Modules: Weave Technical Training and Weave Content Training*

<https://www.ttuhscc.edu/academic-planning-compliance/weave.aspx>



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