

TTU  HSC

EST. 1969

Weave Content Training

Continuous Improvement: Planning Phase Development

Katie Beth Chapman, M.S.

Assistant Director of Academic Planning & Compliance

Training Agenda

Part I: Timeframe and Deadlines

Part II: Continuous Improvement Phases and Weave Structure

Part III: Phase 1 Elements

- ❖ Mission Statement
- ❖ TTUHSC Goals
- ❖ Outcomes/Objectives
- ❖ Measures
- ❖ Targets

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 **May 1**
 - *(For the 2020-2021 cycle only. This will be earlier in the future.)*
- The deadline for plan completion is **September 30**



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.

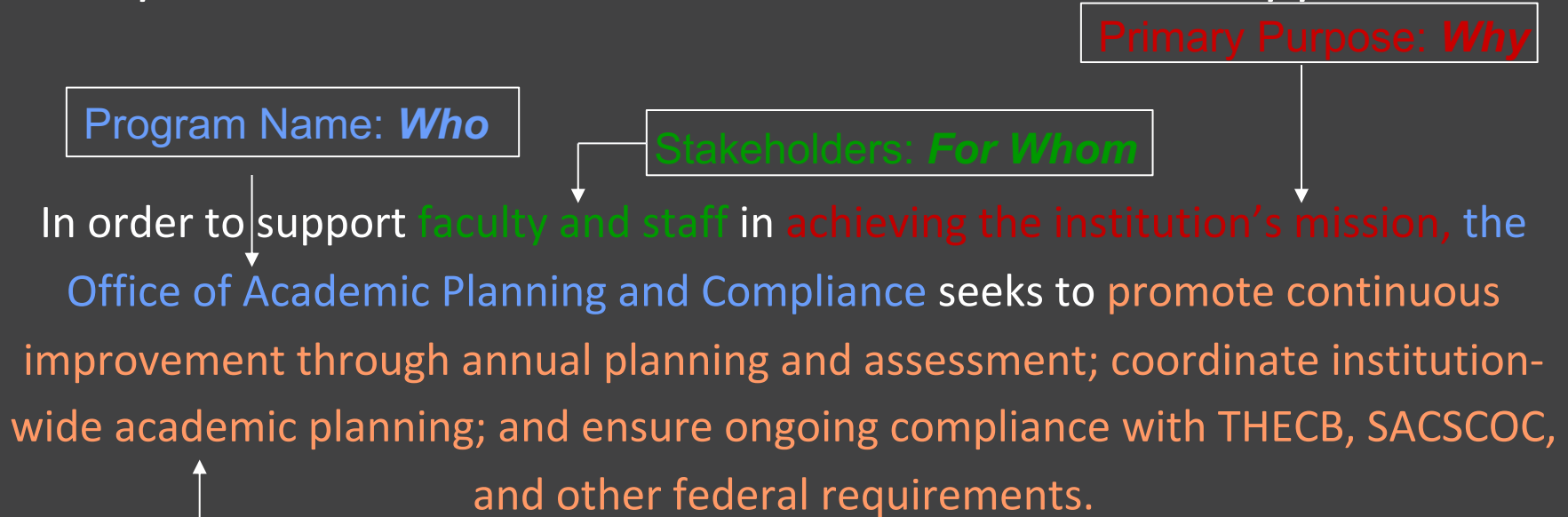
Primary Functions: **What**

Primary Purpose: **Why**

Stakeholders: **For Whom**

Mission Statement

Example: Administrative and Academic/Student Support Units



Primary Functions: *What*

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

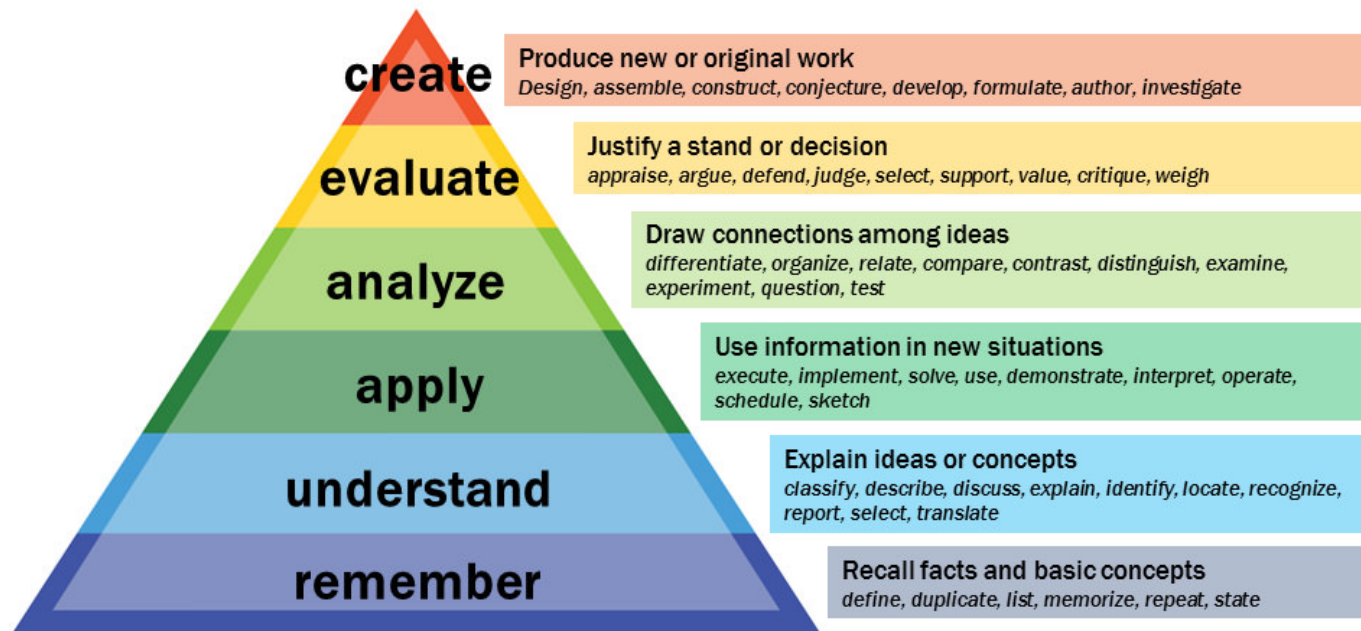
For Academic Programs

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.

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/institutional-effectiveness-accreditation/>



Contact



TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER.

Office of Academic Planning
and Compliance

Katie Beth Chapman, M.S.

*Assistant Director of Academic
Planning & Compliance*

katie.chapman@ttuhsc.edu

806.743.3307

Katie Randolph, M.A.

*Sr. Director of Academic
Planning & Compliance*

katie.randolph@ttuhsc.edu

806.743.2312