

TTU  HSC

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# Weave Training

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# SACSCOC Accreditation Schedule

2019

2025

2029

Accreditation Reaffirmed

Fifth-Year Interim Report

Next Reaffirmation

# SACSCOC Standards

## 7.3 – Administrative Effectiveness

The institution identifies expected outcomes of its administrative support services and demonstrates the extent to which the outcomes are achieved.

## 8.2 – Student Outcomes

The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results in the areas below:

- a. **Student learning outcomes for each of its educational programs. (Student outcomes: educational programs)**
- b. Student learning outcomes for collegiate-level general education competencies of its undergraduate degree programs. (Student outcomes: general education)
- c. **Academic and student services that support student success. (Student outcomes: academic and student services)**

# Weave at TTUHSC

- An assessment management system in which faculty and staff are required to document outcomes/objectives, measures, and evidence of seeking improvement based on analyses of results in their respective educational programs/units
- Implemented at TTUHSC in 2006 (Upgraded to **Weave 2.0** in 2021!)
- 72 Weave plans in the current 2021-2022 cycle
  - 34 Academic Programs
  - 17 Administrative Units
  - 21 Academic & Student Support Units

# 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**

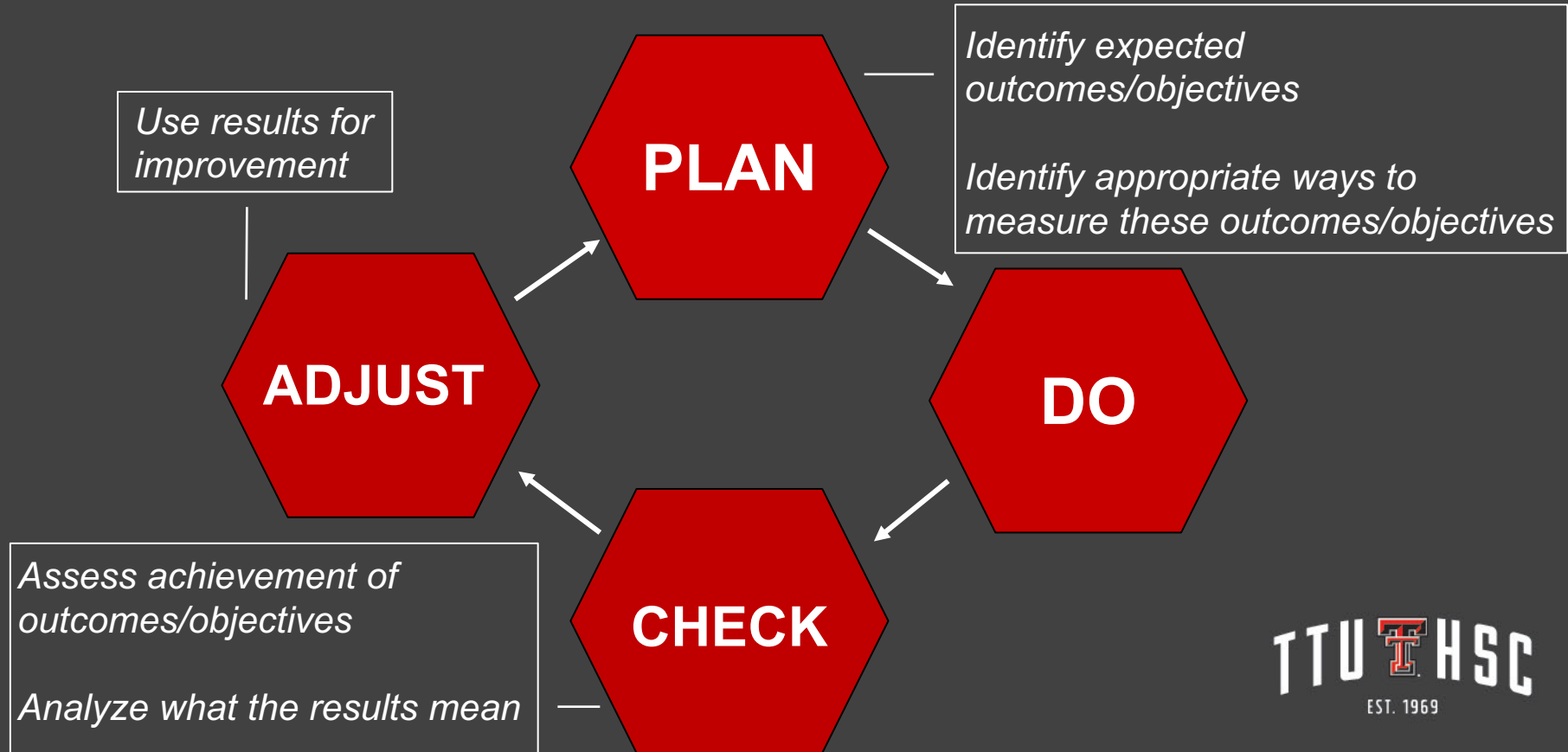


# Continuous Improvement Plan Reviews

## Annual Weave Peer Review

- 2022 Weave Peer Review Retreat date TBD
- Faculty will review academic program continuous improvement plans and staff will review administrative and academic/student support plans
- Reviewers will use one of two rubrics developed by Academic Planning & Compliance
- Results will be compiled into an *Executive Summary* and presented to the President's Cabinet
- Academic Planning & Compliance will work collaboratively with faculty and staff to improve plans falling in or below the *Developing* category

# Simplify the Language





# Continuous Improvement Phases

## Phase I: Planning

Mission Statement

TTUHSC Goal(s)/Objective

Outcomes/Objectives

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.

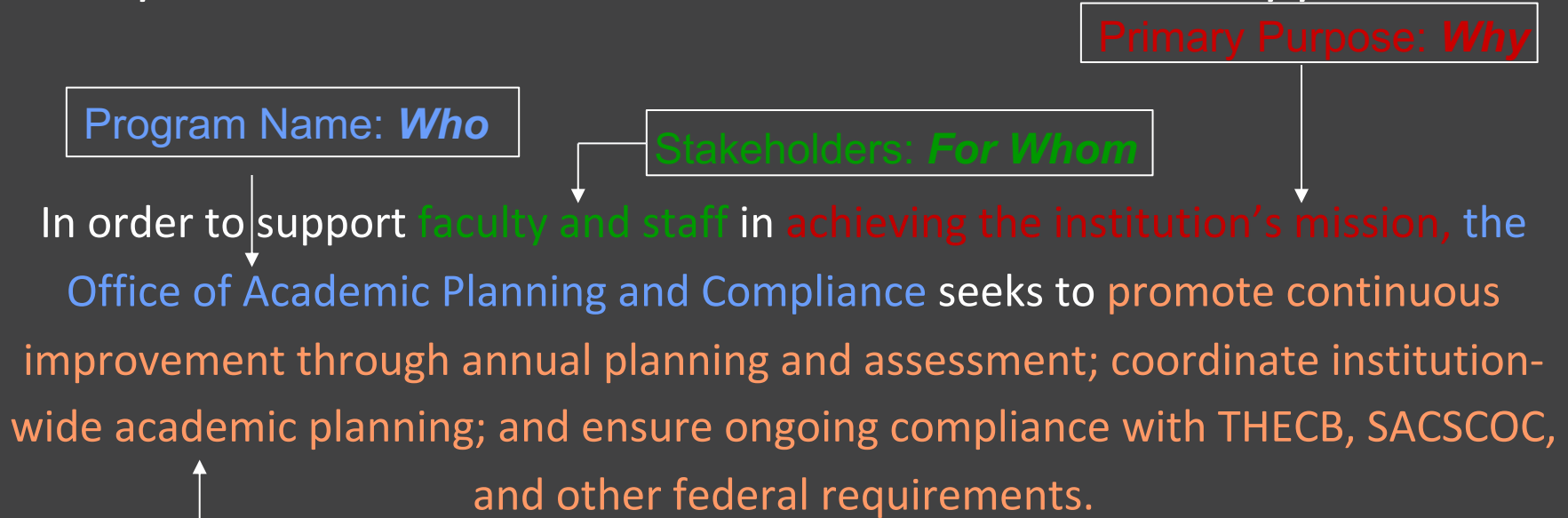
Primary Functions: **What**

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 Goal(s)/Objective

- Choose a TTUHSC Strategic Goal and a corresponding objective (Innovation or Collaboration) that best aligns with department/program outcomes and objectives.

The TTUHSC Strategic Goals are as follows:

- **Academics**
- **Clinical Affairs**
- **Research**
- **People & Operations**
- **External Affairs**
- **Telehealth**

\*You can have multiple goals if more than one  
TTUHSC Strategic Goal/Objective is relevant to your  
area.

# Outcomes/Objectives

- We suggest you have 3 to 5 Outcomes/Objectives
- Each Outcome/Objective should align with the plan's Mission Statement, a TTUHSC Strategic Goal and be measurable
- 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

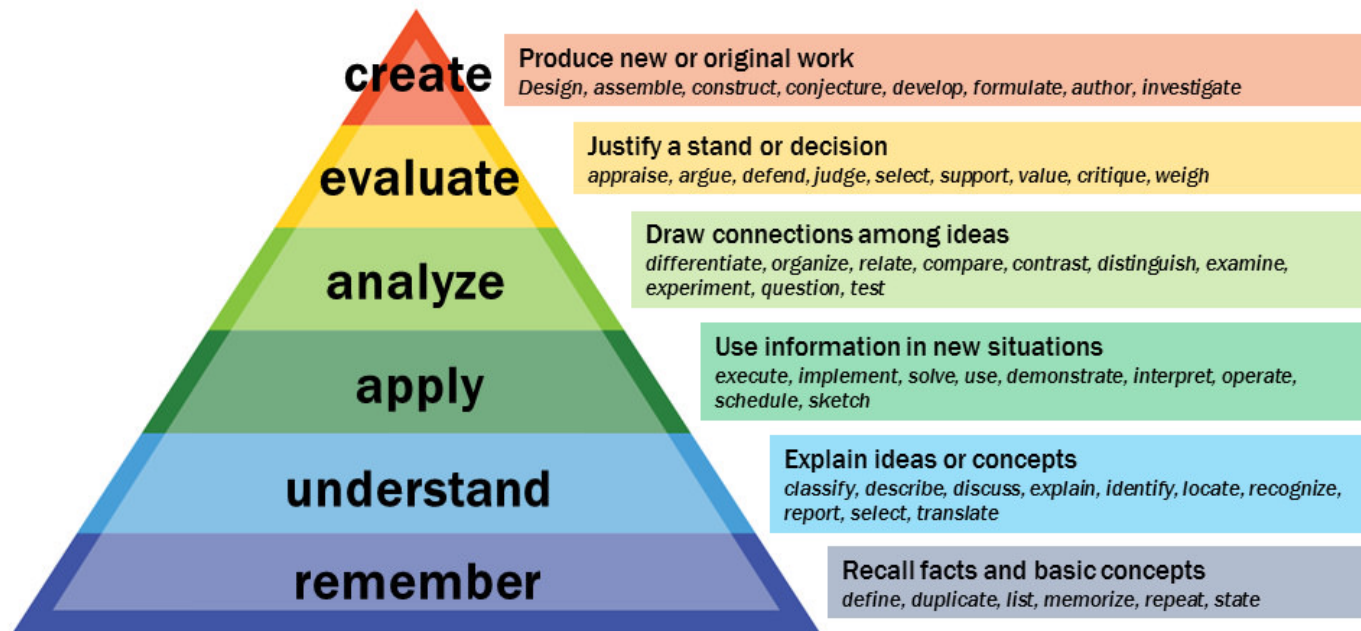
## For Academic Programs

*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

## Administrative and Academic/Student Support Program Plan Examples:

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

***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 2021-2022 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).

# Helpful Resources

## Additional Resources:

- *TTUHSC Guidelines for Documenting Continuous Improvement*
- *TTUHSC Continuous Improvement Plan Reviews*
- *Rubrics (Academic and Administrative/Student & Academic Support)*
- *TTUHSC Weave Cheat Sheet*
- *TTUHSC Weave Frequently Asked Questions*
- *TTUHSC Weave How to Users Guide*
- *TTUHSC Weave 2.0 Technical Training Recording*

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

# Contact



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