

READ ME FIRST

2023-24 CONTINUOUS IMPROVEMENT REPORTS 2024-25 CONTINUOUS IMPROVEMENT PLANS

STUDENT SUPPORT UNITS

IMPORTANT INFORMATION

1. **How do I start working on my unit's 2023-24 Continuous Improvement Report and 2024-25 Continuous Improvement Plan?**

The very first step is to **read this document** carefully and completely. Secondly, open and **review the documents** attached to the email and referenced in the *Resources* section below.

Your third step is to **locate your 2023-24 Continuous Improvement Report working document**.

This document is to be completed and submitted as your 2023-24 Continuous Improvement Report. Following the *Blackboard Instructions* (attached to the email and discussed in the *Resources* section below), find this document. **Please, do not use copies you have saved from your last submission**. This document in Blackboard has been formatted, updated, and contains all the information you included in your 2023-24 Continuous Improvement Plan. Using this document, will save you time and allow the Assessment Committee members to review your report more accurately.

Your fourth step is to locate your **2022-23 Continuous Improvement Report Rubric** and your **2023-24 Continuous Improvement Plan Rubric**. These rubrics were completed by members of the Institutional Assessment Committee. Carefully reviewing your ratings and the reviewer's comments will assist in creating a stronger 2023-24 Continuous Improvement Report. The completed rubrics were emailed to you earlier this year, however, they are also available in Blackboard, specifically, your "Rubric" folder.

Once the 2023-24 Continuous Improvement Report is completed, the same template can be used for your unit's 2024-25 Continuous Improvement Plan. I suggest doing a "save as" and saving your Report as your Plan. This will save you time cutting and pasting, as some sections of your 2024-25 Plan will mirror your 2023-24 Report. Please, see the *Continuous Improvement Completion Guidelines (2023-24 Report and 2024-25 Plan)* (attached to the email and discussed in the *Resources* section below) to determine which sections need to be completed for the 2024-25 Plan.

2. **When are 2023-24 Continuous Improvement Reports and 2024-25 Plans due?**

2022-23 Continuous Improvement Reports and 2023-24 Continuous Improvement Plans are due **September 15 for student support units**. The submission deadline is a deadline and not a guideline. Each of the over 110 Continuous Improvement Reports and Plans submitted institution-wide are reviewed by one of three assessment committees. Collectively, these

committees are comprised of 52 Winthrop faculty and staff members, who have spent the spring 2024 semester training to perform this important review process for the institution. These individuals, your colleagues, have set aside time in September and October 2024 to review Continuous Improvement Reports and Plans, with many already planning their fall work schedule to allow time to review these documents. **I ask that you respect their time, and submit your Report and Plan by the deadline date.** Your submission is the first step of the institutional assessment process.

3. **How do I get help, if needed, in completing my unit's 2023-24 Continuous Improvement Report and 2024-25 Continuous Improvement Plan?**

I am conducting two educational sessions this summer (**Wednesday, June 12, 1:00-2:30pm and Thursday, July 18, 10:00-11:30am**) to address the more challenging components of the assessment process. Presenting data (What?), determining what the data mean (So What?), and using the data to create an action plan for the subsequent year (Now What?) is the focus of these sessions. ***I strongly recommend you and/or others from your unit attend one of the sessions as an introduction/refreshers to the continuous improvement process.*** You can sign up for one of these sessions at the Center for Professional Excellence website: www.winthrop.edu/thecepe.

Additionally, I am available to address any questions you may have in completing your 2023-24 Continuous Improvement Report and 2024-25 Continuous Improvement Plan. Email, phone, or meetings can be arranged, as appropriate. Ideally, meeting with all the staff within a unit is advantageous, as it allows the entire office to participate in the assessment process. I am willing to meet your individual or unit needs, as you deem appropriate.

My contact information:

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4. **What happens after my unit's work is submitted?**

Your unit's work – 2023-24 Continuous Improvement Report, supporting documents, and 2024-25 Continuous Improvement Plan – are submitted in Blackboard (see the *Blackboard Instructions* attached to the email and discussed in the *Resources* section below). A two-member team from the Assessment Committee will review your work using the *Continuous Improvement Rubric* (attached to the email and discussed in the *Resources* section below). The rubric allows your reviewers to rate and provide constructive feedback on each section of your 2023-24 Report and 2024-25 Plan. The completed rubric will be returned to you for your use in continuous improvement efforts.

RESOURCES

Several documents were attached to the Continuous Improvement email to assist you in completing your 2023-24 Continuous Improvement Report and 2024-25 Continuous Improvement Plan. Below is a brief explanation of each document.

1. **Blackboard Instructions** – This document walks you step-by-step through accessing your work in Blackboard. Within Blackboard, you will locate the template to use in completing your 2023-24 Continuous Improvement Report. You will submit your 2023-24 Report, supporting documents, and 2024-25 Plan in Blackboard.
2. **Continuous Improvement Completion Guidelines (2023-24 Report and 2024-25 Plan)** – This document addresses each section of the Continuous Improvement Report/Plan Template. An explanation/description, as well as an example, is included in each section of the Guidelines.
3. **Continuous Improvement Rubric** – This rubric is used by the Assessment Committee members to review the 2023-24 Continuous Improvement Report.
4. **Annotated Continuous Improvement Report 2018-19 (Example)** – This Example Report provides information for one operational outcome, walking the reader through all required reporting sections of an outcome. Please, note that an actual Continuous Improvement Report/Plan will include more than one outcome. The example is annotated, indicating the strengths of the Report to the reader.
5. **Annotated Continuous Improvement Plan 2019-20 (Example)** – This Example Plan is linked to the Example Report, allowing the reader to comprehend how a Plan naturally evolves from a Report. The example is annotated, indicating the strengths of the Plan to the reader.
6. **Glossary of Assessment Terms** – The Glossary defines a number of assessment terms, enhancing the use of a “common” assessment language.

REMINDERS

1. Each unit will submit a 2023-24 Continuous Improvement Report **and** a 2024-25 Continuous Improvement Plan. As noted in the *Annotated Continuous Improvement Report and Plan Examples* (attached to the email and discussed in the *Resources* section above), the 2024-25 Plan is linked to the 2023-24 Report.
 2. The unit’s Continuous Improvement Report reflects activities conducted and data gathered from **2023-24 academic year, including either the preceding (2023) or subsequent (2024) summer for student support units**. It is possible, depending on your 2023-24 activities, that data for some of your outcomes have already been gathered. If you are writing your report in July or August, and you are reporting on data from the preceding summer (2023), please, do not include activities or data gathered during summer 2024 in your 2023-24 Report.
 3. The unit’s 2023-24 Continuous Improvement Report, with supporting documents, and the 2024-25 Continuous Improvement Plan can certainly be submitted **prior** to the deadline date
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(September 15 for student support units). I recommend working them into your summer schedule, as appropriate to your workload and demands.

4. One individual within the unit is usually assigned responsibility for managing and submitting the 2023-24 Report and 2024-25 Plan. This individual, however, is not solely responsible for the review and analysis of data, discussion of its meaning, gathering of supporting documents, and plans for improvement. **This is a group process, including the unit's entire staff.**