Summary of the Higher Learning Commission
Systems Appraisal Feedback Report
August 30, 2013

The Higher Learning Commission (HLC) has issued a Systems Appraisal Feedback Report on the College's first AQIP portfolio, submitted on May 31, 2013. The Portfolio and the accompanying Feedback Report serve as evidence of the College's commitment to AQIP (continuous quality improvement) and reauthorization of accreditation. The overarching theme of the HLC Systems Appraisal Feedback Report is that North Iowa Area Community College (NIACC) has made significant progress in most areas addressed by the nine AQIP Criteria. Nonetheless, the College must provide additional clarification to accomplish additional refinements in the areas of data, reporting and benchmarking of results to drive decision making, institutional research, succession planning, and process-, system-, and function-related issues in some areas of operation.

According to the report, NIACC's portfolio submission indicated that, "the College is data rich and information poor" (p. 8). Areas of concern related to data collection and institutional information dissemination include:

- Engagement of faculty and staff to broaden institutional research across the College
- The need for additional data and information on student success, completion, transfer, and graduation measures
- Data pertaining to general education objective metrics, baseline information, and how the data is used to make decisions related to general education content and instruction
- Learning goals and baseline data used to assess non-technical programs
- The establishment of baseline data for the assessment of programing and services in **every** department or area of the College, no matter its affiliation or function
- Baseline data, comparative data, and data trends related to the College's Key Performance Indicators (KPIs)
- The availability of a variety of trend data and information related to internal (Academic Affairs, Student Services, Continuing Education, etc.) as well as external (Pappajohn Center, community partnerships, etc.) operational units and activities of the College

In terms of Human Resources, the Report indicated that the College should focus more strongly on:

- Planning for personnel changes
- Succession planning for the future

Process-, system-, and function-related issues addressed in the Report include:

- The need to formalize processes and systems, particularly for feedback and input, throughout the College
- Additional data and information about research processes and library capabilities
- Formal procedures for the review of transfer credit
- Additional evidence of fiscal and physical plant resources and health

The conclusions outlined in the Report are provided to help the Institution in its preparation and execution of quality-related efforts throughout the years to come. The suggested refinements outlined in this summary should be viewed as positive and constructive feedback that is a product of the AQIP process.   A team composed of President Buettner, Bill Backlin, Lyn Brodersen, Terri Ewers, Donna Orton, and Shelly Schmit is working to locate and to prepare the additional data and clarifying documents necessary for the College's upcoming AQIP visit on September 18-19, 2013. Should you have questions, concerns, or feedback related to the HLC Systems Appraisal Feedback Report, please contact Lyn, Shelly, or Bill directly.