LSU Office of Institutional Effectiveness
Strategic Plan 2018-2025

VISION
The LSU Office of Institutional Effectiveness is committed to providing exceptional support and service in facilitating a culture of continuous improvement in alignment with LSU’s mission, strategic priorities, and regional accreditation expectations.

MISSION STATEMENT
The Office of Institutional Effectiveness provides campus-wide leadership and support for accreditation and the integration of planning and assessment processes that reinforce institutional quality and continuous improvement.

CORE VALUES
• Integrity
• Quality
• Supportive
• Collaborative
• Respectful
• Empowering

GOALS

OPERATIONAL EXCELLENCE: Demonstrate a commitment to the principles of continuous improvement by engaging in systemic and documented assessment processes in support of campus-wide institutional planning, student learning, and academic quality.

Performance Indicators:
• Increase the number of workshops (number and/or topics) offered each year to support an institutional culture of assessment with topics such as developing student learning outcomes, defining assessment measures, curriculum mapping, integrative learning, etc.
• Provide orientation sessions for those programs scheduled for academic program review.
• Conduct periodic review of policies and procedures seeking opportunities for improvements to enhance reporting processes and/or office effectiveness.
• Increase and enhance feedback mechanisms for reporting requirements (student learning assessment, general education/integrative learning core, strategic planning).
• Achieve designation as an Excellence in Assessment (EIA) program by 2025.

Related Strategies:
▪ Develop and provide on-going support (e.g., clear documentation of institutional expectations, guidelines, software guides, workshops, orientation sessions, resource materials, etc.) to facilitate an institutional culture of assessment, including: (1) annual assessment of degree programs and stand-alone certificates; (2) assessment of general education courses annually and renewals; (3) annual strategic planning; and (4) program review.
▪ Monitor submission of report elements per stated deadlines and develop meaningful methods for providing effective feedback (student learning assessment, general education/integrative learning core, and strategic planning).
▪ Develop topics of interest and corresponding schedule to provide workshops, including internal and external experts (as resources permit).
▪ Develop appropriate strategies and timeline to meet EIA Designation criteria by desired application period timeline.
**SERVICE EXCELLENCE:** Provide exceptional customer service and support to stakeholders campus-wide across all facets of institutional effectiveness activities.

**Performance Indicators:**
- Achieve satisfactory results from workshop participants.
- Achieve satisfactory results from period surveys of stakeholders interacting with the office.
- Increase number of web hits for key office website pages (www.lsu.edu/oie)

**Related Strategies:**
- Develop and provide on-going support (e.g., clear documentation of institutional expectations, guidelines, software guides, workshops, resource materials, etc.) to facilitate the (1) annual assessment of degree programs and stand-alone certificates; (2) assessment of general education courses annually and renewals; (3) annual strategic planning; and (4) program review.
- Enhance communication efforts for all IE processes, including better utilization of office website.
- Ensure office policies and procedures are in place for timely and appropriate customer-centric responses.
- Develop a survey to provide a formalized mechanism for OIE customers to provide meaningful feedback regarding service and support.

**ACCREDITATION COMPLIANCE:** Successfully manage all SACSCOC accreditation reporting requirements and provide support for programmatic accreditation.

**Performance Indicators:**
- Successful facilitation and development of SACSCOC 5-Year Report (will submit March 2020)
- Successful facilitation and development of SACSCOC Reaffirmation materials (will submit September 2023).
- Meet deadlines for SACSCOC reporting (e.g., enrollment profile, financial profile, substantive change).

**Related Strategies:**
- Develop and maintain systemic processes, using technology as applicable, to facilitate managing SACSCOC requirements (e.g., substantive change, faculty credentialing, student achievement, program coordinators, etc.)
- Establish committees of key stakeholders in support of major reporting requirements (e.g., conducting gap analysis, providing narrative and supporting documentation).
- Support programmatic accreditation via review of self-study materials and other resources, as needed.
- Conduct periodic institutional audits, particularly in response to any changes in SACSCOC requirements.

**CAREER ENRICHMENT:** Prioritize office staff professional development opportunities to promote continuous learning and growth.

**Performance Indicators:**
- Increase participation in individual professional development opportunities for all staff each year (e.g., conferences, webinars, workshops, on-campus offerings, etc.).
- Offer at least one office-wide professional development opportunity per year in alignment with the office’s vision, mission, and values.

**Related Strategies:**
- Promote the importance of individual professional development and continuous learning, including allocating budget as available.
- Promote team professional development opportunities (e.g., campus-based offerings, retreats).