Key Indicators Group (KIG) Meeting Minutes, 11/24/09

Attending: John Schorr (via Skype from Thailand), Jan Kindred, Sue Ryan, Dan Hale, Ted Surynt, Erich Friedman, Tandy Grubbs, John Tichenor (notetaker)

Erich led discussion on indicators of quality. Quality needs to be tracked in three areas: students (SAT, etc.), faculty, and programs. Most discussion centered around ways to measure quality of faculty, including the idea of university-wide use of the Digital Measures software product currently used in the SOBA. Digital Measures is a web-based software that allows faculty to enter FAR-like information, publications, presentations, etc. The idea of post tenure review was mentioned as a possible way to monitor faculty quality. There was also discussion of the need to better track graduates to demonstrate quality of programs.

Tandy, Susan, and Ted led discussion of measures of program cost, revenue, and net revenue. Discussed challenges of assigning FTE per program and assigning revenue by major count and credit hours generated (CHG). A primary conclusion thus far is that no single model should be used for decision making. Ted pointed out the problem with “program-based” analysis in the SOBA – e.g., Accounting Dept has 4 programs within it. Further, some courses/programs serve core requirements only (e.g., MIS courses).

John Schorr suggested, and the committee agreed, that 3-year rolling averages should be used in the key indicators to smooth yearly fluctuations.

John Schorr also pointed out that the costs of a department are impacted by faculty seniority in the department.

Dan Hale and John Schorr led discussion of measuring program demand. Dan and John have shifted the emphasis in their analysis to “demand” because of the overlap they were finding with the faculty workload group. Environmental scanning will be important for national context of student demand.

Jan Kindred described her conversations and correspondence with Karen Kaivola’s work group that is developing the “faculty weighted hour” (FWH). TCNJ’s MOA62 was distributed to provide context for the FWH concept. John Schorr stated that a digital FAR has lots of promise to help with this.

John Schorr’s Conclusion and Assignment to group: Everyone please think about how we will integrate all of these areas. Goal for December 8 is to identify key indicators.