

## Institution-Set Standards History and Process at Bakersfield College

Important data for BC has been reported on the Renegade Scorecard<sup>1</sup> since 2013. Initial Institution-set standards (ISS) were developed in a college-wide process that focused on the CCCCCO Scorecard data to allow access to key data for updating and comparison with the other 113 community colleges in California. Initial data was based upon the scorecard cohort tracking for six years. Determination of metrics and standards were accomplished collegially through widespread dialog and voting using “clicker” technology.

The Scorecard and ISS have been updated and improved through two iterative cycles working with three core resources:

- Patrick Perry, then CCCCCO Vice Chancellor of Technology, Research and Information Services
- Data coaches - a cadre of faculty staff and administrators trained to examine and use data
- The Strategic Directions committee responsible for implementation and biannual iterative review of the Strategic Plan

The second iteration of the Renegade Scorecard, updated the ISS to reflect more current cohorts and improved the data presentation using interactive infographics to present the data in a more accessible and interesting approach. The ISS were aligned with Strategic Directions (which are a framework for program review) during this improvement process. The Renegade Scorecard was framed in the five overarching areas of the Strategic Directions:

- Student Learning
- Student Progression and Completion
- Facilities (and Equipment)
- Oversight and Accountability
- Leadership and Engagement (which includes Decision-Making and Governance as well as present and future planning)

Members of the Strategic Directions Committee, Data Coaches and management reviewed the data, set standards based upon longitudinal data trends, and uploaded the new version of the ISS and Renegade Scorecard in Spring 2015.

The six-year cohorts of the CCCCCO Scorecard, while still a consideration, have not served the need to have actionable and current data to drive decisions, funding and integration of learning outcomes. The current ISS, developed in Spring 2017, have been established through a process of data review by Data Coaches and management. Widespread discussion and consideration of the metrics were finally validated through governance committee presentations and voting. Data Coaches and the Office of Institutional Effectiveness validate standards and help determine aspirational goals. New ISS were considered and mandatory accreditation ISS metrics were built into the current ISS. Three new factors were incorporated into the ISS:

- IEPI (Institutional Effectiveness Initiative) key indicators from the CCCCCO
- Guided Pathways metrics for milestones and completion
- CTE and Employment data – CTE success, awards, Skills Builders, award specific employment and gainful employment

BC determines Institutional Set Standards (ISS), reports ISS on the Scorecard, conducts dialog on their appropriateness, and evaluates college performance and resolves gap if standards are not met. Reviews and iterative improvement occur every 2 years in the Spring. The next scheduled review is Spring 2019.

---

<sup>1</sup> Renegade Scorecard <https://www.bakersfieldcollege.edu/scorecard/4/20/2017>

September 1, 2017

Draft Process for Falling Below an Institutional-Set Standard

**BC Process for Falling Below Institution-Set Standards**

(Considerations: Institutional change requires time and should be realistically proposed for correcting gaps.)

1. The Department of Institutional Effectiveness will record and annually update each ISS in the Renegade Scorecard.
2. When the college has not met an ISS (by a significant difference) the Department of Institutional Effectiveness will notify the president and examine a trend over the last five years to determine whether this is a single occurrence or an important issue requiring intervention.
3. Data Coaches will examine the data to consider contextual elements that may influence the ISS in question in order to prepare a report.
4. The report will be submitted to Educational Administrators Council (EAC) and the Student Services Administrative Leadership Team (SALT) who will consider and document potential resolutions.
5. The suggested resolutions will be submitted to Faculty Chairs and Directors (FCDC), College Council, and Academic Senate for discussion and suggestions for action.
6. The Office of Institutional Effectiveness will collect input from all groups above and document corrective measures. The Dean of Institutional Effectiveness will communicate these corrective measures to the president by who will direct appropriate resources.
7. A narrative clearly stating the gap, discussion, timeline, and resolution will be presented to the committees involved in the resolution and documented in the Renegade Scorecard.

Presented at College Council September 1, 2017

Approved by College Council October 6, 2017