



Overview

Institution:

Delgado Community College

Profile:

Delgado Community College is a large multi-campus institution located in New Orleans, Louisiana.

Challenge:

Identify a way to make sure that the College's efforts were effectively aligned to its mission, and to measure its success in achieving its mission.

Solution:

Delgado Community College utilizes TracDat to automate the institutional planning and assessment process.

Benefits:

- ✓ Systematic approach establishes a common understanding and language
- ✓ Define and align goals among all levels of the institution
- ✓ Develop, review and revise assessment plan from any Web browser
- ✓ Robust reporting
- ✓ Real time visibility into the assessment process
- ✓ Supporting documents and evidence are linked to the plan
- ✓ Propose strategies for continuous improvement
- ✓ Monitor and report on progress

Delgado Community College Implements TracDat in Support of Continuous Quality Improvement

"It provides the best reporting of any solution we considered—we can get great information from our database without a whole lot of effort. And the level of discussion that can now occur is amazing. Instead of debating definitions and details, we can focus on how to move forward."

Iva Bergeron, Director of Institutional Effectiveness

"We strive for continuous improvement," emphasized Iva Bergeron, Director of Institutional Effectiveness. "We wanted an application that would guide us through ongoing and systematic improvement, rather than tying our assessment activities only to accreditation visits every five years. TracDat automates the assessment process by providing a best-practice framework for how we approach continuous quality improvement."

The goal is to have a documented, collaborative, and meaningful assessment process in place by 2006. Success criteria will include greater efficiencies in data collection, increased faculty participation and ownership in the assessment process, improved decision-making and results based on quantitative and qualitative data.

"A key benefit of TracDat is its participatory approach," said Ms. Bergeron. "The application guides the contributors through a collaborative process. It has 'stopping points' along the way for others to read and contribute to content. TracDat gives faculty and staff the opportunity to actively participate in the assessment process, to better understand their role in it, and to understand why the process is so important. It is much more

“We can make decisions based on the support of learning outcomes, not just on budget. Now our responses in terms of resources and budget can be tied to desired outcomes, not just a department member telling us he needs more staff.”

“Before, people had to go back and find their plans from the year before. It was a large amount of work. There was way too much paper and little collaboration, and it wasn’t timely. This solution allows people to continuously and easily contribute to assessment planning.”

“We didn’t have a common understanding of assessment, nor were we able to have productive assessment discussions on our campuses, but TracDat is helping us. The process is straightforward and easy to follow.”

“If we can’t identify our faults, we can’t fix them and become an even greater institution. TracDat will help show us where we need to spend our time and money to become even more learner centered.”

Iva Bergeron

collaborative and dynamic than passing around an assessment on a piece of paper,” said Ms. Bergeron.

Ownership of the data resides with the academic program, but members of the program can share their plans with, and invite comments from, faculty and department members, other academic departments, or key college leadership. In this way, they are able to gain greater visibility for their contributions to achieving institutional goals and objectives.

The application also guides contributors to align their program, department, and unit goals to the goals of the College. “The College has always had a strategic plan in place, but it was difficult for individuals to understand how their assessment plans related to it and supported it. TracDat is configured to enable departments and programs to easily link their goals and objectives to the internal goals and objectives we’ve identified in our strategic plan,” explained Ms. Bergeron. “Also, Delgado has external standards that we must also comply with, for example, those required by specialized and regional accreditation associations. With TracDat, we can align the same goals and objectives that support our mission to those external requirements. We no longer need to write or maintain separate plans or reports. It’s all in one place, and it is easy to see how an objective supports an internal or external standard. Even more critical, it’s easy to see if we’re *not* addressing a particular goal or requirement so that we can put corrective action in place.”

TracDat’s emphasis on assessment is one of the reasons that Delgado Community College chose the solution. “Other products seem to focus mostly on the accrediting agencies’ perspective. But TracDat is much more interested in the data and findings and how a college can apply them for improvement; as well as respond to accrediting agencies. We want to be a best practices environment; not just rate ourselves for the sake of accreditation,” emphasized Ms. Bergeron.

Nuventive
9800 B McKnight Road
Suite 255
Pittsburgh, PA 15237

Phone: +1 412 847 0280
Toll Free: 1 877 366 8700
Fax: +1 412 847 0285
Email: info@nuventive.com

