

## SuccessNC Update

### *August 2, 2010*

#### Listening Tour Stops

- 38 colleges completed
- 58 scheduled
- Goal: End the Listening Tour on the morning of Wednesday, Oct. 13 at Blue Ridge CC. The State Board of Community Colleges begins its planning retreat at noon that day at Blue Ridge.

#### Purpose of Listening Tours to be held with all 58 colleges:

- Inform and educate about SuccessNC strategic planning goals/timeline
- Engage community college family in identifying best practices in three SuccessNC areas (increasing student access, enhancing program quality, improving student success defined below) and in outlining barriers/policy changes needed to truly reach success
- Develop a web-based resource center for best practices (contact person, collected data/stories, how-to's)
- Understand the "what/why/how" of policy/program barriers or challenges affecting SuccessNC's goals
- Ultimately, develop policy/procedure recommendations and new metrics for measuring success as well as accountability standards

#### Definitions for the three guiding goals of SuccessNC as developed by the State Board in October 2009:

- **Increase Student Access:** Develop policies and practices that provide increased opportunities for students to enter into and proceed successfully through post-secondary education and training programs.
- **Ensure Program Excellence:** Examine and continually improve rigor, relevance and quality in all academic and training opportunities to ensure that successful completion equates to a competitive position in the workforce or in the attainment of higher educational goals.
- **Improve Student Success:** Increase the number of students leaving with a job-ready credential that can lead to successful employment in a global economy and provide for better skills, better jobs, better pay, and continued educational attainment.

#### Next Steps and Timelines:

##### Implementation Committees

- Appointment of two SuccessNC committees :
  - Innovative Ideas Committee will be led by Dr. Bill Ingram, President of Durham Tech, and Dr. Mary Rittling, President of Davidson County CC

- Performance Measures Committee will be led by Dr. Dennis Massey, President of Pitt CC, and Dr. Molly Parkhill, President of Blue Ridge CC
- Co-chairs and Dr. Mary Kirk, NCACCP President, will receive a list of potential members from Dr. Ralls the week of August 2. Co-chairs should meet, discuss the list, make suggestions/edits, and provide Linda Weiner with their recommendations by Thursday, Aug. 12.
- Letters will go out to the committee members the week of August 23 along with possible dates/times for the committees' first meetings to be held before October 6.
- The Innovative Ideas Committee will be staffed by Cynthia Liston, our contract consultant who is capturing and developing information from the Listening Tour stops, as well as Dr. Sharon Morrissey, Linda Weiner, Matt Meyer and others as needed. This committee will likely meet monthly.
- The Performance Measures Committee will be staffed by Kennon Briggs; Bill Schneider, our new Associate VP of Data and Research; and Keith Brown, recently retired from that position who is now working for Jobs for the Future (JFF) on a contract basis and has been assigned to work with this project for 30 days over the coming year. This committee will likely meet every other month until the first quarter of 2011 when meetings may be held more frequently.
- **Purpose of Committees**
  - Innovative Ideas : (DRAFT Mission) To examine those potentially scalable innovations uncovered by the Listening Tour and to determine the feasibility and implications of system-wide implementation while recommending what barriers might be removed and what facilitative policies might be implemented to foster success.
  - Performance Measures: (DRAFT Mission) To review the current performance metrics and critical success factors of the NC Community Colleges and to recommend changes to ensure that the measures reflect the work of our colleges while incorporating, where appropriate, national standards of accountability and outcomes now under development.
  - Committees will craft their final mission statement and will develop their working process/framework that will include:
    - Co-chairs serving as a part of the State Board's Strategic Planning Committee
    - Bringing recommendations to the NCACCP's Executive Committee/Quarterly meetings for discussion prior to being brought to the State Board's committee
- **Initial Framework of the Committees**
  - Innovative Ideas: The System Office Listening Team members will meet in August and September to identify the "best practice" or "practice of promise" from each of the 58 colleges. Additionally, that group will begin to tease out 8-10 overarching thematic policy areas that will warrant attention of the Innovative Ideas Committee. Cynthia Liston will prepare a brief "white paper" on each of these concepts, relying heavily on

the information gathered from the Listening Tour. The Innovative Ideas Committee will begin with three to five such briefings, hold discussions on the merits of making each idea scalable, and either move the concept through the “approval” process including the Presidents and the State Board’s Strategic Planning Committee or dismiss it as a viable statewide concept and begin consideration of another potential idea. Each idea would also be shared with the Performance Measures Committee as these concepts may intersect with the work of that committee.

- Performance Measures: This committee will spend much of its initial meetings on getting all members acquainted with current critical success factors, national progress related to accountability and performance metrics, successes in other state systems and recent studies related to student success. As the long session of the General Assembly nears, the committee will become more active in reviewing, developing and recommending new and/or revised performance metrics. It is expected that the System Office will work with the General Assembly in the long session to define a need for a study of our current critical success factors to be reported out in the General Assembly’s 2012 short session.
  - Both committees are expected to have their principle work completed prior to October 2012 so that the system conference, held that month, will be offer comprehensive information on the committees’ findings/recommendations.
- **Initial Timeline for Committees**
    - Aug. 3: Committee chairs and NCACCP President Mary Kirk receive names of potential committee members.
    - Aug. 12: Revised/approved committee member lists are sent to Linda Weiner.
    - Aug. 19: Committee chairs begin attending State Board’s Strategic Planning Committee meetings (Telephonic participation will be available.)
    - Aug. 24: Appointment letters go out to members of both committees
    - Late August/early September: Committee chairs, Dr. Kirk, Dr. Ralls, Kennon Briggs, Sharon Morrissey, Linda Weiner, Matt Meyer, Cynthia Liston and Bill Schneider begin regular conference call with the chairs to map out agendas/information needs/etc. for upcoming meetings.
    - Late September/early October 2010: Both committees hold initial meetings
    - October 13-15: Committee chairs participate in the State Board’s Planning Retreat at Blue Ridge Community College
    - October 27-29: Committee chairs report progress/framework/process to the NCACCP’s quarterly meeting

**Resource Development**

- Website:
  - Resources are being sought to develop a data-based website that will include a searchable summary of Listening Tour best practices and practices of promise (Timeline Goal: Mid-August)
  - Review meetings are being scheduled among the Listening Tour team members to determine a best practice/practice of promise from each college and to develop larger, thematic policies/practices that may be considered by the Innovation Ideas Committee and will be more fully explored by web-based forums/discussions (Timeline Goal: Determine 58 best practices by mid-September and have the web-presences up and operational by January 2011)
  - Web-forums will be held based on “best practice” themes and will include college input and interaction in the development of these live on-line discussions and resources (Timeline Goal: Determine forum topics by Nov. 1 and begin development of forums immediately). Each web-forum will be archived for future access or use by anyone unable to participate in the live on-line event.

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