

Date: 4/1/19

To HLC accreditation sub-committee

From: Dr. Matthew Smith, Chairperson of the HLC Quality Initiative

The following report is being given as an update on the specific Higher Learning Commission's Quality Initiatives.

In Spring Semester of 2017, the following HLC initiatives began:

**Initiative 1: Development of the internal quad**

After living in the space for a few years, CIA has started to understand how the atrium is being used. By the end of fall 2017, we have opened up the café, added different types of seating, and have used the atrium as the living room of the college. Assessment is on-going.

**Initiative 2: Community Connections**

Currently, there is some programming being linked to this initiative. Each spring, during spring break, faculty and staff participate in a chili cook-off. There has been some talk about staff council sponsoring it to raise money for student scholarships. Additionally, Staff Council held the first ever staff week in the fall of 2018 before the school closes for the winter holiday break. This week was comprised of several in-services and opportunities for staff to get into the studio spaces and work on faculty led projects. All sessions were highly attended. It culminated in the annual holiday luncheon that brought both faculty and staff together to celebrate the semester.

In looking at bring in in making connections to outside entities, the school has hosted both our internship and job fair, held a resource fair that consisted of local businesses and resources that all community members could use, and brought groups like circle health, the GLBT center of Cleveland, and the Rape Crisis Center of Cleveland to give information and do presentations.

**Initiative 4: Town Hall Meetings**

Meetings are scheduled with the President's office per the initiative and allow for information to be disseminated in a consistent way and for community members to react and discuss. These meetings occur at least once a semester. In 2018's spring semester, the President's office changed the format of these meeting from lecture style to Socratic. This change has led to some really productive meetings that have allowed for spirited debate about the impact of decisions made in and around the Institute. This has also become an effective and information being disseminated.

**Initiative 7: Staff Council**

In the summer of 2016, Dr. Matthew Smith, HLC Chair and Laura Ponikvar, Director of the Library and member of the HLC QI sub-committee drafted the first staff council by-laws and constitution. In the fall of 2016, the documents were vetted by the HLC committee. Once vetted, the documents were sent out to all staff members. Elections were held in the spring of 2016. Meeting monthly since, bylaws have been adjusted and staff council has already begun to tackle staff issues like on-boarding, mentorship, allocation of staff development monies, and the development of a staff development week. Additionally, at Staff Council meetings, different departments have been asked to give updates about things they are working on to give all staff a better understanding about what each of our offices does for the institute. Now in its second leadership administration, staff council has been running for over five semesters!

### **Initiative 8: The CIA partnership...**

In Spring 2017, this initiative provided opportunities for the CIA community to become trained and certified for Mental Health first aid, as well as, discuss the needs and support strategies for students of color on our campus. Both in-service opportunities were well attended.

In subsequent semesters, the following programs were provided to Faculty/Staff for in-service:

Fall 2017

No in services were completed during this semester.

Spring 2018

- Active Shooter Training
- Mental Health first-Aid
- What is an Emotional Support Animal, and why would a student have one?

Fall 2018

- Pronoun training
- Using an Emotional Intelligence Model with students
- Strategies for using Outlook and managing email effectively
- Keeping you and your password safe online
- Best practices from the business office on POs and Expense Reports
- Using Social media for your office!

Spring 2019

- Personal one on one sessions with our counseling center to ask questions about things you are seeing with your students
- Title IX: Bystander training

Because the Quality Initiative is meant to be aspirational, there are a number of initiatives that the committee felt should not be pursued. They were:

### **Initiative 13: Communication Pillars**

A surplus of bulletin boards installed in Spring 17 has taken the place of this initiative.

### **Initiative 10: Internal Communication Inventory**

As part of their normal functioning, Marketing has continuous monitoring of this.

### **Initiative 3: CIA "Start of School" Retreat**

Several factors, including timing and budget, are being attributed to not pursuing this program. Many feel that other programs in the project may accomplish similar goals.

Following the spring of 2017, while maintaining current initiatives, the additional initiatives have been started:

**Initiative 9: Professional Development money allocation structure**

This is something that the Staff Council began to discuss in the Fall of 2017 with the President of CIA. Addressing other initiatives first, staff council has brought this back in to focus in the Spring of 2019. The Staff Council Chairperson has discussed the idea of an allocation structure with president's cabinet.

**Initiative 6: CIA Staff Mentors.** This program was another step taken by the CIA staff council. The program began to be vetted by the group as they considered appropriate interactions by staff. Once edits were made to the program, it was passed in Staff Council and began in earnest. Currently, there are 2 mentor/mentee relationships going.

**Initiative 5: Faculty/Staff On-boarding.** How CIA staff and faculty are on-boarded to our community became a discussion point in staff council. There was a sub-committee formed to discuss the topic. There is currently (as of Spring 2019) a proposal on the table regarding formalizing a procedure to welcome new employees to our community.

**Initiative 14: Departmental myCIA pages.** – There have been meetings, but there has been little movement on this initiative in a consistent manner. Some offices have begun to format the pages, while others have not.

In the fall of 2017, CIA's Student Leadership Council passed a motion to assist CIA financially with HLC

**Initiative 11: Video Messaging Boards.** This sponsorship allowed CIA to equip the remaining public monitors with Apple TVs, transforming their ability to communicate advertisements for student organizations, events on campus, and other information. The installation of the apple TVs began in the Spring and was completed by Fall of 2018 This is a system that is currently in place with information being sent to Marketing for uploading onto the monitors that are situated throughout the campus. This includes Euclid 117 and this summer Uptown Residence Hall is also set to be equipped with a monitor for information.

Getting this Initiative started allowed us to start the next one. Because the main goals for the HLC project are Community, Collegiality, and Communication, **Initiative 12: Meet the maker** is a great initiative that covers all three. It is an opportunity for Faculty and Staff to be highlighted on the video boards in a way that communicates information about them and allows community members to put names to faces. Faculty and Staff were asked to volunteer for the program. The marketing department came up with the design of the slide. In the Fall of 2018, they had posted a few slides and I believe will continue to highlight more CIA community members on them in the coming months.