



## Policy Changes Proposed on First Reading

Title: Student Survey

### Background

This policy change would allow the Commission to conduct a survey of student satisfaction to be used by peer review teams at all comprehensive evaluations for initial candidacy, initial accreditation, and reaffirmation of accreditation. The results are meant as an additional data point to help focus questions for peer review teams during meetings with faculty, staff and students.

The survey would provide students with the opportunity to participate in the accreditation process. The Commission would aggregate the data and make available to the peer review team the direct responses to questions on issues affecting students. The student satisfaction survey would support the Commission's efforts to make the accreditation process more open and transparent. The Commission conducted the survey on a voluntary basis in fall 2013 with seven institutions. An [Overview and Sample of the Student Satisfaction Survey](#) is available for review.

### Key to Proposed Changes

Policy wording to be deleted or revised is shown as strikethrough (~~old wording~~); new policy language, whether through addition or revision, is shown in bold (**new wording**).

### Comments Invited

The Commission invites comments on these changes before the Board takes final action at its meeting on February 27 - 28, 2014. Comments can be sent to [policycomments@hlcommission.org](mailto:policycomments@hlcommission.org). Comments on these policies are due by January 10, 2014.

<b>Policy INST.F.10.010</b>	Routine Monitoring <b>and Data Collection</b>
	<p><b>Monitoring on Pathways.</b> An institution on the Standard, Open, or AQIP Pathway may be required to file one or more interim reports. An institution on the Standard or AQIP Pathway may be required to host one or more focused visits. Such monitoring shall be appropriate in circumstances where the team has concluded that the Commission should review the institution's progress in addressing a serious issue at the institution, the resolution of which is relevant to the institution's future compliance with, or improvement regarding, the Criteria for Accreditation. Commission staff may seek external assistance from peer reviewers or individuals with appropriate expertise who do not participate as peer reviewers in the evaluation process related to monitoring but provide particularized advice and assistance where appropriate to Commission staff or evaluation team members.</p> <p><b>Other Monitoring.</b> An institution, regardless of its pathway, is always subject to monitoring in the</p>

form of interim reports or focused evaluations related to review by the Commission of the following: financial and non-financial indicators; a change of control, structure or organization transaction; substantive change; complaints; conformity with Assumed Practices; or other Commission investigation or review.

**Process for Requiring Monitoring.** An evaluation team, AQIP Reaffirmation Panel, or staff may recommend that an institution be required to file an interim report or host a focused on-site evaluation on one or more topics. An appropriate decision-making body, or Commission staff where allowed by Commission policy, shall determine whether the monitoring is appropriate for the institution, and, if so, shall act to approve such monitoring.

For an institution that is being considered for initial accreditation, such monitoring shall be appropriate in conjunction with the grant of initial accreditation only when the monitoring is with regard to a discrete issue and does not call into the question the institution's compliance with the Criteria for Accreditation, in which case the institution will not be granted initial accreditation.

**Interim Reports.** An institution shall submit a required interim report according to the due date established in the action calling for the interim report. Staff will review and prepare a written analysis of all reports and may act on behalf of the Commission to accept the report or require additional reports on the same or related topic or may recommend to the Commission's decision-making bodies that further monitoring, including new interim reports or focused visits, as appropriate to the institution's Pathway assignment, be required on the same topics identified in the action or on other topics.

**Focused Visits.** An institution on the Standard or AQIP Pathway shall host a focused visit according to the date established in the action calling for the focused visit. The institution shall submit a focused report to the Commission prior to the evaluation on the topics identified in that action prior to the focused visit. Commission staff may expand the focus of the evaluation where appropriate to review additional topics of concern to the Commission. The focused visit shall be conducted by a team of Commission Peer Reviewers appointed by Commission staff. The length of the focused visit shall be one and one-half days, but the Commission may lengthen or shorten the visit or require that team members conduct additional on-site visits to the institution's facilities to examine specific issues.

The focused visit team will prepare a written report addressing the topics of concern identified in the action calling for the focused visit and any areas of concern raised by Commission staff and identifying deficiencies, if any, at the institution. The focused visit team report shall include a recommendation for Commission action either accepting the institution's focused report or calling for additional monitoring, sanction or withdrawal of accreditation. The institution shall have the opportunity to file a written response to the focused visit report prior to a decision-making body acting on the report. Focused visit reports will be considered through the Commission's regular review and decision-making processes.

#### ***Data Reporting From Affiliated Institutions***

All affiliated institutions will complete data reports for the Commission; such reporting will occur annually as well as periodically. The Commission, with oversight as appropriate from the Board of Trustees, will determine the contents of this reporting to assure that it addresses potential or developing problems with an institution's compliance with accrediting requirements and institutional stability, as well as solicits updated information on the scope of activities of each affiliated institution. Data required from each institution will include, at minimum, annual

financial information, headcount and enrollment, measures related to student achievement, and other indicators. The data reporting will provide the Commission with sufficient information to understand and respond to significant shifts in an institution's capacity and/or scope of educational activities.

#### ***Institutional Contact for Data Reporting***

To assure that the organization provides accurate and consistent information, each affiliated organization identifies a liaison who will bear administrative responsibility for submitting the report in a timely manner. Commission training will be available for those liaisons.

#### ***Commission Follow-Up to Institutional Data***

In reviewing and analyzing institutional data, the Commission will look at relationships among a variety of indicators and other information in any given year or over several years. If those relationships suggest that the organization may be experiencing problems or very rapid change, the Commission will ask the organization to submit an explanation of the data. In particular, the Commission will ask institutions that were identified through review of information about student achievement for more information about student academic achievement at those institutions. The Commission staff may forward data, and any explanation or other information provided by the institution, to a Financial or Non-Financial Panel for further review. If non-financial data, particularly enrollment information, and any other information submitted by the institution, are indicative of problems, rapid change, significant growth, or require validation, the Commission staff may call for an on-site evaluation as soon as possible; require that an institution address concerns arising from these data in the next evaluation process; or recommend to the Institutional Actions Council additional institutional monitoring through any process provided for in Commission policy and procedure.

#### ***Monitoring of Student Enrollment Growth***

The Commission will monitor enrollment growth through institutional annual data reporting and will monitor on an ongoing basis growth in enrollment and programs at those institutions that have significant enrollment growth as defined in Commission procedures. The Commission will ask institutions that have been identified through the annual data reporting process as having significant enrollment growth to provide information about enrollment growth at the program level. The Commission may take follow-up action.

#### ***Surveying of Students***

**The Commission will survey students of an institution to gather information about their experience at the institution prior to a site visit at the institution scheduled by the Commission. The Commission will provide aggregate data resulting from the survey to the institution under review and the evaluation team prior to the visit. The institution will have an opportunity to provide additional information or other data in response to the student survey data to the evaluation team and the Commission prior to the visit.**

#### ***Policy Number Key***

*Section INST: Institutional Policies*

*Chapter F: Maintenance and Monitoring*

*Part 10: Routine Monitoring*

*Last Revised: April 2013*

*First Adopted: November 1999, February 2003, February 2007*

	<p><i>Revision History: February 2001, February 2007, February 2009, February 2010, November 2010, June 2012, November 2012, April 2013</i></p> <p><i>Notes: Policies combined November 2012 – 3.6, 3.6(a), 1.3, 1.3(a), 1.3(b), 1.3(c)</i></p> <p><i>Related Policies:</i></p>
<p><b>Other Policy Changes Required by these Changes</b></p> <p><b>Key to Proposed Changes</b></p> <p>This section indicates where other related policies are deleted or amended as a result of changes outlined in detail in previous sections of this document. Where revisions are being replicated in related policies to ensure consistency, but the related policies are not significantly changed by the revision, such related policies may not be quoted in their entirety; instead the new text will be quoted along with a short instruction where to place the new text in the related policy. Alternatively there may be an instruction to delete the policy entirely if necessitated by approval of the policy change presented in previous sections of the document.</p>	
<b>Policy INST.C.20.010</b>	<b>Institutional Data for Commission Teams</b>
	<p>Prior to any on-site visit or AQIP Systems Appraisal, the Commission will provide the team or AQIP reviewers with a record of the operational indicators that have been submitted by the organization over the years. <b>Prior to an AQIP evaluation or a comprehensive evaluation culminating in reaffirmation of accreditation or prior to other Commission evaluation where the Commission determines it to be appropriate, the Commission will also provide aggregate data collected from a survey administered to students by the Commission.</b></p> <p>The organization will provide other information required by the Commission on-site, in the self-study report, or in the Systems Appraisal materials.</p>
	<p><u>Policy Number Key</u>  Section INST: Institutional Policies  Chapter C: Process for Reaffirmation of Accreditation  Part 20: Institutional Data</p> <hr/> <p><i>Last Revised:</i>  <i>First Adopted:</i>  <i>Revision History:</i>  <i>Notes: Former policy number 1.3(d)</i>  <i>Related Policies:</i></p>