Project APPEX:
Advancing **P**rocedure and **P**rotocol **Ex**cellence

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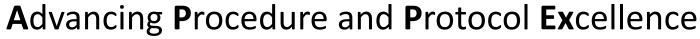
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What is APPEX?

- Self- Study of 17 Student Service & Enrollment Management Programs
- Operational Plan for Process/Protocol Improvements
- **Framework: Council for the Advancement of Standards (CAS)**
- Year-long project
  - Implemented in Spring 2016

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- Founded in 1979
- Consortium of 41 member organizations
- CAS Board of Directors comprised of representatives from member associations
- Consensus-oriented, collaborative approach
- 44 standards and self-assessment guides (SAGs)
- Standards are designed to be achievable by any program or service, at any institution type
  - Threshold, not aspirational; standards, not goals
  - Guidelines are added to indicate what good practice beyond the threshold looks like

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Principles Underlying All CAS Standards

Students & Their Environments The whole student is shaped by environments that provide learning opportunities reflective of society and diversity, with students having ultimate responsibility for learning	**Diversity & Multiculturalism** Institutions embracing diversity and eliminating barriers with justice and respect for differences, binding individuals to community
Organization, Leadership, & Human Resources Quality of leaders possessing sound preparation is essential, with success directly correlated to clarity of mission	**Health Engendering Environments** Education prospers in benevolent environments that provide students with appropriate challenge and necessary support
Ethical Considerations Educators exhibit impeccable ethical behavior in professional and personal life	

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APPEX Program Incentives

Milestone Awards

- Bronze- Department Dessert Delivery
- Silver- Comp Time Coupon
- Gold- APPEX Golden Standard of Excellence Designation
  - Lapel Pin/Recognition Ceremony
  - Opportunity to highlight improvements with executive leadership

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APPEX: Expected Outcomes/Deliverables

- **Evaluation of all student service programs**

- **Action plans to improve operational procedures and protocols**
  - Internal processes
  - Training
  - External communication

- **Documented procedures and protocols**

Who is contributing to APPEX?

- Student Services Administration & Staff
- Faculty & Instructional Partners
- Students

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How is APPEX relevant to student success?

Student Learning and Development Outcomes

- What is the effect of our work on students?
- How are they different as a result of interacting with our programs and services?
- How do we know?
- How do we demonstrate their learning?
- What and how do we measure?

Program Evaluation

- Is the program or service functioning effectively to achieve its mission?
- What evidence is available to support the determination?
  - Learning and development outcomes are part of this evidence
- How is evidence used to make program decisions?

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Seeking a Balanced Assessment

- Important to know about program and learning outcomes
  - Are our programs and services organized and run effectively to achieve the intended learning outcomes?
  - Are the intended learning outcomes achieved?
- What if we just focused on outcomes?
  - If we always achieve the intended outcomes, there's no problem, so we keep doing what we're doing
  - If we don't achieve the intended outcomes, and all we have assessed is those outcomes, how would we decide what to do differently?
- If we assess both programs/services and the actual outcomes, we can make more informed determinations about what needs to be changed or improved

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How is APPEX relevant to student success?

- Aligns with ECC Achieving the Dream, "Institutional Process Improvement" focus area.

- Aligns with three of ECC's strategic goals :
  - (1) increase student success
  - (2) increase employee success and
  - (3) increase institutional effectiveness.

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How is APPEX relevant to student success?

Because this project includes services areas from the students initial points of connection (Recruitment/Outreach/Dual Credit) to the point of entry (Admissions/ Testing/Advising) as well as all progressive points through completion (Career Services/Veteran Services/Multicultural/Student Life/ Counseling/ Disability Services/ etc.) this project has the potential to impact all enrolled and prospective El Centro College students.

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Project APPEX Timeline

- Feb. 5   APPEX Orientation & Training
- Feb. 5 – Mar. 4   Identify, Collect & Review Evidence
- Mar. 7 – Apr. 15   Evaluative Evidence
- Apr. 18- May 31   Develop a Proposed Action Plan (Worksheets A, B, & C)
- Jun. 1- Jul. 15   Final Evaluative Report & Presentation
- Jul. 15 – 29   Dept. Review of Proposed Action Plan
- Aug. 1-19:   Dept. Action Plan Expansions & Modifications (Worksheets D &E)
- Aug. 19:   Division Meeting Launch for Action

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What are the measureable outcomes of APPEX?

- 100% of student services and enrollment management areas will have updated process/procedure manuals by Spring 2017.
- 100% of student services and enrollment management areas will develop action plans for process improvement.
- 100% of student services and enrollment management staff will participate in at least two process improvement trainings per academic year.
- ***ECC will have a 10% overall increase in student persistence and retention by 2018.***

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Q & A

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