



November 21, 2008

## REGISTER NOW for NCCI Pre-Conference Workshop and Joint Session

NCCI members are invited to participate in the 91st Annual Meeting of the American Council on Education (ACE). Entitled "Collective Foresight," the meeting will be held February 7-10, 2009 in Washington, D.C. **For the sixth straight year, NCCI will be co-sponsoring two sessions: a preconference on February 8th, and a concurrent session on February 10th.**

### NCCI Pre-Conference Workshop

Strategic Collaborations: Partnering Across Boundaries to Leverage Impact and Resources

Sunday, February 8, 2009 from 8:00 a.m. - 2:00 p.m.

(Registration open to all attendees - *separate registration required*)

### Ideas to Results: Executing Your Strategic Plan

Tuesday, February 10, 2009

10:45 a.m. - 12:15 p.m.

(Session included in ACE registration)

The ACE Annual Meeting is open to all NCCI members. Click [here](#) for registration or additional information. **Early Bird registrations must be postmarked by December 12 to receive the discounted fee.**

## NCCI 10th Annual Conference Proposal Deadline Extended

### Call for Proposal Deadline Extended to December 1, 2008

Click [here](#) for more information and online application form.

## Membership Survey

In early November, you received an email about completing a NCCI Membership Survey. The Association is surveying its members to learn more about member satisfaction and specific needs. If you have already completed the survey, thank you. **If you have not taken the survey, please do so by November 28, 2008.** In order for the results to be truly representative of our membership, your response is critical. **Go to [Survey](#)**

## Mark Your Calendar

NCCI Pre-Conference Workshop and Concurrent Session at ACE Annual Meeting (See article this page)  
Washington, D.C.  
February 7-10, 2009

NCCI's 10th Annual Conference  
Boston, MA  
June 25-27, 2009

## Dig It: Quality Professionals Must Cultivate Success in Their "Organizational Gardens"

Quality professionals are constantly confronting practical questions that are always specific to the organizations they serve. **[Read more](#)**

## Streamlining the System

The University of North Carolina's collaborative leadership and cost-saving methodology have resulted in significant gains at institutional and state levels. Click [here](#) to access the recently published article in the November 2008 *Business Officer* magazine.

## New Thinking, New Strategy, New Actions: Getting the Upper Hand on Student Success

Improved results often require new thinking. University of Minnesota Duluth (UMD) plans to dramatically improve student success rates. A team charged by UMD's Chancellor has found an effective combination of strategic and action-based approaches from outside of higher education and traditional critical thinking approaches found within higher education. **[Read more.](#)**

## New Member Profile

Lisa Foss  
Assistant Vice President, Institutional Effectiveness  
St. Cloud State University  
720 4<sup>th</sup> Ave. S. AS 102  
St. Cloud, MN 56301

The survey should only take about 10-15 minutes to complete. Thank you in advance for your participation and shaping the future of NCCI.

## University of Virginia Hosts Advancing Improvement and Innovation Conference

Sponsored by the Office of Process Simplification, this inaugural single-day event was held on October 15, 2008 to promote institutional improvement and innovation by exploring resources for initiating and managing projects and facilitating change; showcasing successful improvement initiatives; and providing a forum for University faculty and staff to connect with colleagues with similar interests. Participants represented a broad array of academic and administrative areas, including the medical school, nursing school, engineering school, provost office, information technology, procurement services, facilities management, development, and student affairs.

The event featured keynote speaker, Louise Sandmeyer, Executive Director of the Office of Institutional Planning and Assessment at Penn State University and former NCCI president, who spoke on "Creating a Culture for Continuous Improvement: Lessons Learned." Participants also attended breakout sessions on the topics of: process mapping and benchmarking; change management; team dynamics; performance measurement; project management; and management methodologies for improvement. In addition to the Process Simplification staff, presenters were leaders from a variety U.Va. departments. The conference closed with an "Ask the Experts" panel discussion, providing an opportunity for participants to ask subject matter experts about process improvement methods, practices, and tools.

Feedback from attendees included,

"It was an excellent introduction and I definitely have a couple tasks to which I'll apply my understanding... Many thanks for the opportunity to learn about this."

"It is good to meet others and know that UVA supports improvement and innovation."

"Thank you for increasing the community's awareness of the availability and successes of Process Simplification."

"I came out with a desire to improve and innovate..."

"The best parts of the day involved sharing practices with my colleagues that I otherwise would not interact with."

To learn more about the event, access presentations, and view Louise Sandmeyer's speech, click [here](#).

320-308-4028  
[lhfoss@stcloudstate.edu](mailto:lhfoss@stcloudstate.edu)

When Lisa Foss accepted the president of St. Cloud State University's offer to head up the newly formed Office of Institutional Effectiveness almost four years ago, planning was seen by many faculty and staff as "a dirty word."

Not only were colleges and divisions not aligned with the university in their planning efforts, but no one trusted the data they received. As a result, "people would get reports and spend all their time arguing about the data, instead of using it to drive effective decision-making," said Lisa Foss.

So as Lisa set about creating her office, with its responsibilities to oversee strategic planning, assessment and institutional research, she paid particular attention to how the university could improve its ability to "use data in real time more effectively."

St. Cloud State was already generating a lot of metrics for reporting to the Minnesota State College and University System; the challenge was to find ways to make the data easier for campus decision makers to access and use. "We needed a more robust and dynamic dashboard capability to create analyses and reports that are easy to use—and can be trusted by campus."

To do that, Lisa looked beyond higher education to the corporate environment. She's currently exploring business intelligence systems that can deliver the sophisticated analytics that universities increasingly need to improve efficiencies for their students and the taxpayers. To date, her office has developed two modules on retention and course management that are being piloted in one college before being rolled out campus wide.

But getting the right data and developing good plans doesn't produce change, so Lisa and her staff also have focused on aligning planning across the university, helping the campus move to action.

Lisa co-chairs the Strategic Planning Committee—a group of 40 faculty, staff and administrators who represent every unit and constituency on campus. Last year was spent developing a series of strategic objectives and detailed action plans for each. Currently the Committee is taking the plans to the campus using every tool available, from podcasts to

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## **Innovation Extracts: Cost Containment**

### **A Survey of Current Practices at America's State Colleges and Universities**

What approaches are public institutions of higher education taking to reduce costs? The American Association of State Colleges and Universities (AASCU) asked 430 member institutions to respond to an online survey between November 2007 and January 2008 and 114 institutions responded. Based on the responses, AASCU identified five patterns within cost containment and made several recommendations. Click [here](#) to read the full story from Penn State's Newsletter - *Quality Endeavors*

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powerpoints.

Communicating creatively comes naturally to Lisa, who previously served the university as its associate vice president for marketing. She's currently completing her Ph.D. in Higher Education Administration at the University of Minnesota.

Lisa and St. Cloud State University joined NCCI this fall after attending the Chicago conference at the recommendation of her president, Dr. Earl Potter, who has been an NCCI presenter. She's looking forward to sharing best practice models with other members, as well as ideas for how to help colleges and universities become more innovative.

Welcome to NCCI, Lisa!