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### MSCHE Strategic Plan through 2012

Middle States Commission on Higher Education

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**Strategic Plan through 2012**

**Accreditation Services**

**Goal:** The Commission’s accreditation actions accurately reflect compliance with the standards - through peer reviewer management, rigorous mandatory peer reviewer training, appropriate standards and review processes, and peer reviewer assessments

<i>Strategies</i>	<i>Initiatives</i>	<i>Staff (Positions/Units Involved)</i>	<i>FY (Initiate/Complete)</i>			
			<b>09</b>	<b>10</b>	<b>11</b>	<b>12</b>
<i>Improve Volunteer Management:</i>	Develop a strategic and targeted volunteer management plan.	Lead: Dir. of Accred & Volunteer Services (Vacant) Inst'l Research (Vacant); Vice Presidents; Communications; Events & Training; Finance				
	Ensure, through a comprehensive volunteer management system that addresses recruitment strategies and processes, training, retention, and utilization, that peer evaluators, commissioners, staff and others involved in the accreditation process are sufficient in number, appropriate to the Commission’s needs, knowledgeable, skilled, and consistent.					
<i>Improve Training content and access</i>	Develop a comprehensive training program to support the volunteer management plan.	Lead: Vice Presidents; Events & Training				
	Develop volunteer training modules specific to standards to ensure comparability in application.					
<i>Review Standards</i>	Ensure that standards and related accreditation policies comply with USED law and regulations; actively engage the membership in the review and revision of the standards as necessary.	Lead: Policy Analyst (Vacant)				



**Accreditation Services - continued**

<i>Strategy</i>	<i>Initiatives</i>	<i>Staff</i>	<i>FY</i> <i>(Initiate/Complete)</i>			
			<b>09</b>	<b>10</b>	<b>11</b>	<b>12</b>
<i>Improve accreditation processes</i>	Pursue the plans of the Seamless Relationship Task Force to review and improve reporting from institutions between decennial evaluations. a. Convene a representative task force on revising the PRR (in concert with and in support of the work of the SRTF) b. Implement the short-term improvements to the PRR process proposed (but not yet disseminated) by the SRTF	Lead: Vice Presidents; Accreditation Services; Planning & Policy; Finance & Administration				
<i>Improve Peer Reviewer Assessments</i>	Improve data on volunteers (post-visit assessments) and data retrieval capabilities.	Lead: Finance & Administration; Vice Presidents				



**Member Services:**

**Goal:** The Commission’s resources for compliance are clear, accessible, and useful  
**Goal:** The Commission’s resources for improvement are clear, accessible, and useful.

<i>Strategies</i>	<i>Initiatives</i>	<i>Staff</i>	<i>FY</i> <i>(Initiate/Complete)</i>			
			<b>09</b>	<b>10</b>	<b>11</b>	<b>12</b>
<i>Ensure adequate means and content of communications with members</i>	Continue to improve communication with the ALOs	Lead: Communications & Public Relations; Vice Presidents				
	Review and improve communication about the Follow-Up and Substantive Change processes. a. Develop a system/process to send regular reminders to institutions about the Substantive Change policy and procedures	Lead: Communications & Public Relations; Vice Presidents Substantive Change Task Force				
	Provide targeted materials, printed or web-based, focusing on areas and issues important to our members.	Lead: Communications & Public Relations				
	Respond to requests to expand and diversify the ways and means of communicating with and educating member institutions.	Lead: Communications & Public Relations; Vice Presidents				



**Infrastructure/Staffing:**

**Goal:** The Commission’s infrastructure will provide the tools, physical and human resources, communications, and other resources to support the achievement of the Commission’s mission and goals.

<i>Strategies</i>	<i>Initiatives</i>	<i>Staff</i>	<i>FY</i> <i>(Initiate/Complete)</i>			
			<i>09</i>	<i>10</i>	<i>11</i>	<i>12</i>
<i>Develop adequate capacity for assessing effectiveness to inform staffing and resource decisions</i>	Develop research strategies for assessing the Commission’s effectiveness in educating its member institutions about accreditation.	Lead: Institutional Research Analyst (vacant)				
<i>Develop adequate capacity for assessing effectiveness of accreditation decision making</i>	Develop research strategies focusing on comparability and fairness in accreditation decision making.	Lead: Institutional Research Analyst (vacant)				
<i>Define a new organizational structure and capabilities to address significant changes in the accreditation environment.</i>	New organization structure has been approved and is in the implementation phase. Further organizational changes may be defined and implemented when a new president joins the Commission.	Lead: Executive Committee/President/Executive Vice President				