



**Northwest Commission on College and Universities (NWCCU)**  
**Annual Update for WSQA**  
**Academic Year 2013, 2014**  
**Due November 6, 2015**

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Accreditation recommendations to the College and year of recommendation	Actions taken by the college to address recommendations	Improvement results
<p><b>Grays Harbor College is addressing four recommendations from its Year Three Resources and Capacity Accreditation Peer Evaluation submitted in the spring of 2014.</b></p> <p><b>1. The evaluation committee recommends that Grays Harbor College continue to build and develop the process of mission fulfillment with the well-crafted Mission Fulfillment Snapshot as a tool to share with stakeholders and to build an overall system of monitoring improvement of the</b></p>	<p>Since the Spring of 2014, Grays Harbor College has continued to refine, monitor and use its Mission Fulfillment Snapshot (scorecard) to assess the objectives of its Core Themes. Specifically, this year, the College has:</p> <ul style="list-style-type: none"> <li>• Modified the Indicators of its <i>'Service to Community'</i> Core Theme to better reflect the intent of the Core Theme.</li> <li>• Increased Board of Trustees awareness and use of Core Theme Indicator Data in their retreat and future planning work.</li> <li>• Developed web based reports that allow employees to monitor Student</li> </ul>	<p>Results from the Mission Fulfillment Snapshot (scorecard) are now a regular part of discussions at Administrative Exempt Meetings, Instructional Managers Meetings and at the Board of Trustees Annual Retreat. Instructional Administrators and faculty have been working to understand achievement and success indicators and to identify areas for improvement. The focus of The Board of Trustees Winter 2016 Retreat was Mission Fulfillment and the Result of the College's Mission Fulfillment Snapshot (scorecard) were featured prominently at the retreat. This data served as the foundation of The Board of Trustees Annual Plan.</p>

<p><b>College’s progress moving forward (Standard 1.B.2).</b></p>	<p>Achievement Data. These data are used as several of the Core Theme Indicators.</p> <ul style="list-style-type: none"> <li>Identified indicators where students were not making progress at or above the “system average” when compared to the other Washington Community and Technical Colleges.</li> </ul>	
<p><b>2. The evaluation committee recommends that GHC adopt and publish a policy regarding the safe use, storage, and disposal of hazardous and toxic materials (Standard 2.G.2).</b></p>	<p>Operational Policy 525 “Management and Disposal of Hazardous Wastes” was adopted by the Grays Harbor College Board of Trustees on 9/16/14 and is posted on the college’s website.</p> <p>In addition to the Operational Policy, the College has adopted and posted Administrative Procedures 525.01 “Hazardous Waste Materials Information and Training”, 525.02 “Spill Response”, and 525.03 “Hazardous Waste Disposal”.</p> <p><a href="http://www.ghc.edu/content/board-trustees">http://www.ghc.edu/content/board-trustees</a></p>	<p><b>In a letter dated February 4, 2015, The Commission accepted The College’s report addressing this recommendation.</b> They indicated that: “expectations have been met and the College is now substantially in compliance with Commission criteria for accreditation.”</p>
<p><b>3. It is recommended that Grays Harbor College develop a robust system for the collection and analysis of appropriately defined data to fully inform the planning and evaluation process for the institution, its programs and services, as well as core theme objectives and mission fulfillment and that it develop feedback mechanisms that more systematically use assessment data to improve practices and make changes to programs and services in support of mission fulfillment (Standard 3.A.3, 4.B.1).</b></p>	<p>Grays Harbor College’s College Success Plan is data informed. The College’s Core Theme Objectives and indicators serve as measures of Mission Fulfillment. This data is actively monitored by the College’s Administrative Leadership Team as well as the Board of Trustees. Additionally, the College’s Optimization (Strategic) Plan, which helps the college to operationalize its mission, includes measure of success that guide their work.</p> <p>GHC has begun a new cycle of Strategic Plan development this year and the Committee will use college and local community data to identify the new focus areas (priorities) for the upcoming three year plan. Additionally departments and divisions are being exposed to more data and encouraged to use data in</p>	<p>The College’s Optimization Action Teams have made significant progress toward their strategic objectives by identifying needed changes based on data, implementing changes and measuring results. For example:</p> <ul style="list-style-type: none"> <li>The Entry Services Optimization Action Team engaged in a LEAN Process last year to identify points in the existing entry process that were not working as efficiently as they could for students. Goals were set in both Admissions and Financial Aid Offices to decrease the time it takes from a student’s first interest in the college to full enrollment and payment.</li> <li>The Communication Optimization Action Team reviewed the results of a follow-</li> </ul>

	<p>their annual planning.</p> <p>As of July 2015, the Institutional Effectiveness, Research and Planning Office has added capacity by upgrading and making permanent the position of Associate Director, Institutional Research and Reporting. With this position, the College has added web based reporting tools and is in the process of developing additional reports on student success, access, and student achievement. Reports are being built so that they can be accessed by multiple audiences and so that they can be maintained rather than recreated for each use. Additionally, increased efforts are being made to engage college groups such as the Administrative Exempt Team, the Instructional Management Team and the Student Services Leadership Team in data awareness and data use.</p> <p>The Data Custodians have updated the Confidentiality Agreement for data access in order to support greater availability of reports which ensuring alignment with FERPA.</p>	<p>up survey conducted after their first year to identify areas of progress and areas for continued work. From this and tracking of other information the team had determined that it needs to focus on internal communication during the final year of the planning cycle.</p> <p>The Administrative Exempt Team began the 2015-2016 Academic Year with a retreat in which they examined, analyzed and considered the implications of student and community demographics as well as student retention and success indicators. Data was shared in an engaging and interactive way using classroom clickers (response system) and participants were encouraged to ask questions and offer insights. Information from discussions was captured to inform the 2016-2019 Strategic Planning Cycle, the College's Enrollment Management efforts, and the Institutional Effectiveness Research and Planning office's Reporting Services.</p> <p>With confidentiality secured, reporting tools (SSRS and Tableau) identified and a secure delivery (intranet) location set up, an increasing number of college reports including: enrollment, student success, and retention, are available for use by those who need them as part of their job functions.</p>
<p><b>4. It is recommended that for each year of operation, the College undergo an external financial audit and that the results from such audits, including findings and management letter recommendations, be considered in a timely, appropriate and comprehensive manner by the Board of Trustees (Eligibility Requirement</b></p>	<p>Grays Harbor college has a financial audit scheduled with the Washington State Auditor's Office starting November 30, 2015 -this audit will cover the fiscal year 13/14. Upon completion of the financial audit, results will be reviewed with the governing board. Fiscal year 14/15 financial statements will be prepared by the College and audited after the completion of the 13/14 audit, estimated time frame early</p>	<p>During the development and completion of the financial statements, the College's Financial staff are reviewing and analyzing current financial processes to strengthen internal controls. We are also working with the State Board for Community and Technical Colleges Finance staff to utilize feedback from other colleges and the State Auditor's Office as other college audits are issued.</p>

<b>19 and Standard 2.F.7).</b>	spring 2016 for the 14/15 audit.  Grays Harbor College submitted an Ad Hoc Report on this recommendation in the Spring of 2015 and was commended for its “good faith” effort. The Commission has requested that Grays Harbor College submit another Ad Hoc Report in March of 2016. The College is making preparations to submit this report.	
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