



Strategic Planning and Assessment

STEP BY STEP GUIDELINES FOR UNIT STRATEGIC PLANNING
AND ASSESSMENT IN TK20

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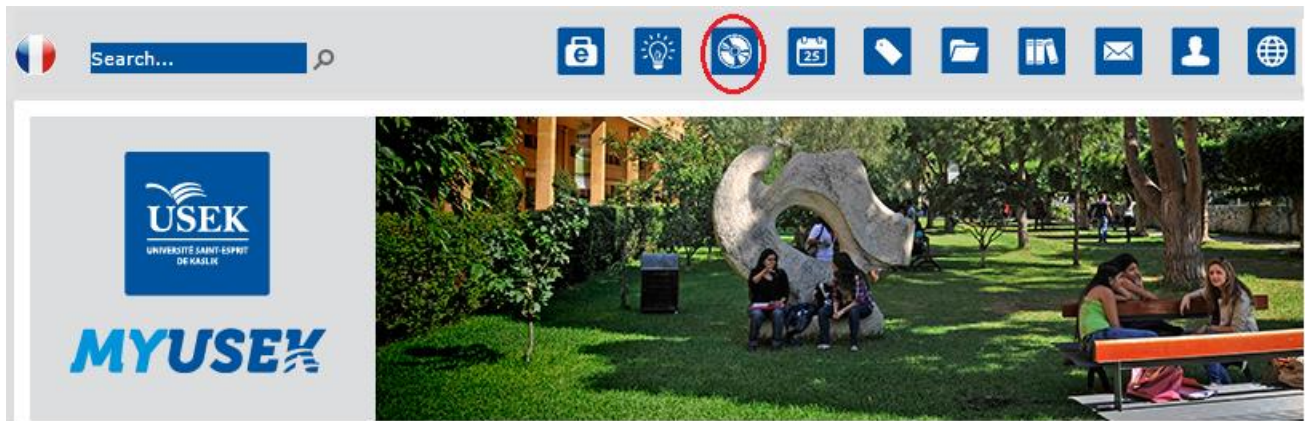
I. Introduction

TK20 is the institutional assessment software adopted by the Holy Spirit University of Kaslik in 2014. Starting the academic year 2014-2015, all actions should be entered to TK20 in their corresponding unit strategic goals set previously knowing that these goals should be mapped to the University Strategic Directions and Goals set by the Top management.

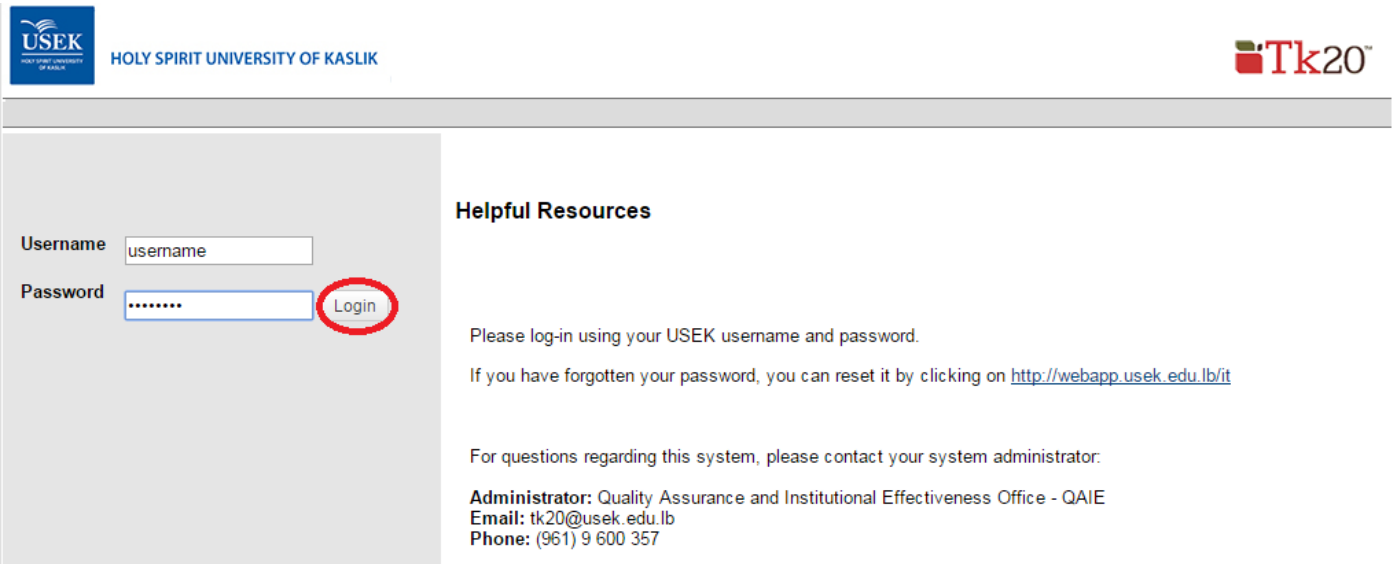
This document will teach you how to organize the planning and assessment of your unit.

II. Log in to TK20

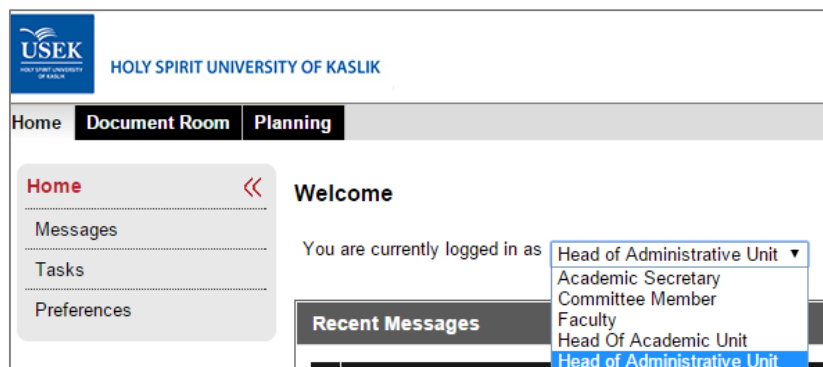
1. Access TK20 link through the University Intranet MyUSEK: myusek.usek.edu.lb



2. Use your USEK ID and password to log in to Tk20. This login and password is *exactly* the same as the login and password that you use for MyUSEK, Moodle, E-portfolio, etc. If you have issues with your USEK ID, you can click on the link



3. Select the role you are currently logged in as. For this guide purpose, you might select the role of “Head of Unit” or “Committee Member”



III. Define your unit's mission and vision

1. Go to the Planning tab and click on "Mission" in the side menu, then click "Edit Mission".
2. Check that the Organization showing is the one to which you wish to add the Mission.
3. Enter the Mission Statement of your unit in English and in French knowing that the mission is a written declaration of the unit core purpose and focus that normally remains unchanged over time.

Edit Mission Statement

Organization: ADM / QAIE - Quality Assurance and Institutional Effectiveness Office ▼

1 - Holy Spirit University of Kaslik (USEK) > ADM - Administration > ADM / QAIE - Quality Assurance and Institutional Effectiveness Office Mission

[Rich Text Formatting](#)

English: The Quality Assurance and Institutional Effectiveness Office (QAIE) supports the University to achieve its mission by assessing and continuously improving administrative and academic performance, and supporting the various units of the University to provide excellent educational experience for the students.

French: Le Bureau de l'Assurance Qualité et de l'Efficienc e Institutionnelle (AQEI) accompagne l'Université dans l'accomplissement de sa mission, en évaluant et améliorant la performance administrative et académique, tout en soutenant ses différentes unités afin de fournir aux étudiants une excellente expérience académique.

4. Enter the Vision Statement of your unit in English and French knowing that the vision is an aspirational description of what the unit would like to achieve or accomplish in the mid-term or long-term future. It is intended to serve as a clear guide for choosing current and future goals.

1 - Holy Spirit University of Kaslik (USEK) > ADM - Administration > ADM / QAIE - Quality Assurance and Institutional Effectiveness Office Vision

[Rich Text Formatting](#)

English: Our vision is to become a national and regional model in Quality Assurance and Institutional Effectiveness through assessment, accreditation and excellence in teaching and learning and student support.

French: Notre vision est de devenir un modèle national et régional en assurance qualité et efficacité institutionnelle à partir de l'évaluation, l'accréditation et l'excellence dans l'enseignement et l'apprentissage et le soutien aux étudiants.

5. Click on save
6. Finally to add strategic documents related to your unit, click on "add new" in the "Supporting documents" part. These documents consist of, but not limited to, the minutes of your unit or academic unit council meetings.

USEK HOLY SPIRIT UNIVERSITY OF KASLIK

Home Document Room Planning

Strategic Planning <<

Dashboard

Mission
Mission
Edit Mission

Strategic Directions/Goals

Action Planning

Results and Analysis

Add Mission Document(s)

Mission Statement Documents

Please click Browse to add a document.

Document	Description
Select File	This is the decree of the unit signed by the Ministry of Education and Higher Education

Drag and drop file here

Add More

Save Cancel

IV. Define your unit's services / outcomes

Examples on Individual outcomes are included in the annex

1. Go to the Planning tab and click on "Outcomes/Goals" in the side menu, then click Edit/Create.
2. Check that the Organization showing is the unit to which you wish to add the services/outcomes.
3. Select "Services / Individual Outcomes" in the View By
4. Click on "Add Services / Individual Outcomes"

Outcomes/Goals

Organization: ADM / QAIE - Quality Assurance and Institutional Effectiveness Office

1 - Holy Spirit University of Kaslik (USEK) > ADM - Administration > ADM / QAIE - Quality Assurance and Institutional Effectiveness Office

View By: Services / Individual Outcomes

Add Services / Individual Outcomes Add Label Delete Selected Disable Selected View Disabled Services / Individual Outcomes

	Services / Individual Outcomes	Type	Category
<input type="checkbox"/>	Official institutional data collection, analysis, maintenance and dissemination to both internal and external constituents.	Services / Individual Outcomes	

5. Add the service / outcome as per the below figure and click on "Save and Add another" until you add all the services. (Note: use the "Description" field to enter any measure of analysis on this service)

Add New Services / Individual Outcomes

Organization: ADM / QAIE - Quality Assurance and Institutional Effectiveness Office

Services / Individual Outcomes Definition


Services / Individual Outcomes*	<input type="text" value="Process management and fundamental texts"/>
Description	<div style="border: 1px solid #ccc; padding: 5px;">Rich Text Formatting</div>
Type	<input type="text" value="Services / Individual Outcomes"/>
Results	<p><input checked="" type="radio"/> Results are derived from its own measures.</p> <p><input type="radio"/> Results are derived from data collected for other outcomes/objectives/goals.</p>

[Advanced >](#)

[Cancel](#)

6. Once you add all the POs, click on save.

V. Entering the Strategic Goals of your unit

1. Go to the Planning tab and click on "Strategic Directions/Goals" in the side menu, then click Edit/Create.
2. Check that the Organization showing is the one to which you wish to add the Strategic Goals.
3. Expand the University Strategic Direction for which you unit's goal is related.
4. Enter the goals of your unit linked to each of the "University Strategic Goals" by clicking on the sign  near the corresponding "University Strategic Goal"
5. When you write the strategic goal hit enter on the input for Unit Strategic Goal before saving.

Edit/Create Strategic Directions/Goals

Organization: ADM / QAIE - Quality Assurance and Institutional Effectiveness Office

Strategic Planning Period: Strategic Plan 2015-2018

Save Cancel

Open all | Close all | View Legend | View University Strategic Goals and Unit Goals

- ✓ A. Ensure the continuance and deepening of a strong, mission-based, academically rigorous Catholic identity.
- ✓ B. Realize USEK academic programs as a distinctive model of undergraduate and graduate students' academic achievements and career success.
 - B.1. To graduate students able to articulate French and English in their professional life. +
 - B.2. To enhance students' retention, progression and graduation rates. +
 - B.3. To provide excellent career advice, guidance and linkage with employers. +
 - B.4. To recognize and celebrate student achievements and contributions. +
 - ▶ B.5. To increase student satisfaction with academic and pastoral support. + 1
 - Unit Goals: SG1 - Support decision making 2
 - ▶ B.6. To provide student opportunities and support for developing their graduate attributes and employability. +
 - B.7. To enroll a greater percentage of external undergraduate transfer students. +
 - B.8. To explore a new proactive advising model for freshmen and students in transition. +
 - ▶ B.9. To ensure the prominence of a student-centered culture throughout support services that are cohesive and multifaceted. +
 - B.10. To maintain a high quality student-centered focus in inter-institutional delivery strategies. +
 - ▶ B.11. To provide equal quality of teaching and learning in USEK main campus and RUCs +
 - B.12. To stimulate in our students a lifelong thirst for knowledge and learning and to encourage a pioneering, innovative and independent

6. Once you add all your unit strategic goals, click on save.

VI. Adding your action planning for the coming year

1. Go to the Planning tab and click on "Action Planning" in the side menu, then click Edit/Create.
2. Check that the Organization showing is the one to which you wish to add the action planning.
3. Select the planning period from the planning cycle dropdown.
4. Click on New to add your objectives.

Edit/Create Action Plans

Organization: ADM / QAIE - Quality Assuran Planning Cycle: 08/01/2014 - 07/30/2015 Strategic Planning Period: Strategic Plan 2015-2018

Add New Delete 4

	Objective	Person/Group Responsible	Priority	Due Date	Status	Date Completed
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There are no action plans created for this combination.

4. Add all the details relevant to your objectives as per the below figure (note that you can add performance indicators for the objective if applicable).

Objective Details

Action Item Details

Objective *

Person/Group Responsible

Priority High Medium Low

Due Date [Choose date](#)

Activities

Category	Title of project/action	Description	Partners	Resources (URL / Document)
<input type="checkbox"/> 18. Other	Launch the CFS 201510	The course feedback by stud	-	CFS Template

Supporting Documents

CFS Template.pdf (309.03 kb)

Drag and drop files here

5. Choose the Unit Strategic Goal to which these objectives is related then click on save and close.

Aligned Organizational Unit Goals

Organizational Unit Goals

- SG1 - Support decision making by collecting data relevant to any kind of student satisfaction
- SG2 - Enhance students' employability rates by developing their graduate attributes
- SG3 - Enhance student support services and get recognition for excellence in their learning experience
- SG4 - Provide accurate institutional information to both internal and external constituents
- SG5 - Increase the focus on Regional University Centers' quality of service and ensure that all students across all campuses are provided with equal resources and opportunities

[Cancel](#)

VII. Adding your daily/weekly or monthly activities in your plan

Throughout the year, you will be adding the progress of activities relevant to the achievement of a specific objective by adding rows to the part "Activities" and updating the results of "Performance Indicators" so as you will have on time progress report of all the activities performed and ready to be generated at any time you want to review your unit performance.

1. To do so you just have to Go to the Planning tab and click on "Action Planning" in the side menu, then click Edit/Create
2. Click on the objective for which you made a progress

Edit/Create Action Plans

Organization: Planning Cycle: Strategic Planning Period: Strategic Plan 2015-2018

<input type="checkbox"/>	Objective	Person/Group Responsible	Priority	Due Date	Status	Date Completed
<input type="checkbox"/>	<u>1.1. Maintain a high participation rate in the Course Feed...</u>	QAIE Office	High	06/30/2015	In Progress	
<input type="checkbox"/>	<u>1.2. Maintain a high participation rate in the Well-being ...</u>	QAIE Office	High	06/30/2015	In Progress	
<input type="checkbox"/>	<u>2.1. Increase the use of the E-portfolio platform through...</u>	QAIE Office	High	04/15/2015	Met	
<input type="checkbox"/>	<u>2.2. Participate in E-portfolio related activities and eve...</u>	QAIE Office	Medium		Not Met	
<input type="checkbox"/>	<u>3.1. Acquiring excellence recognition on the level of stud...</u>		High		In Progress	

3. Add the activities performed with the relative supporting documents and update the results for Performance Indicators

Activities

<input type="checkbox"/>	Category	Title of project/action	Description	Partners	Resources (URL / Document)
<input type="checkbox"/>	18. Other	Launch the CFS 201510	The course feedback by stud	-	CFS Template

Supporting Documents

CFS Template.pdf (309.03 kb)

Drag and drop files here

Performance Indicators

<input type="checkbox"/>	Performance Indicator	Target	Results
<input type="checkbox"/>	Participation Rate	90%	Fall: 91.5%

Status *

- Complete
 Not Complete
 In Progress

Date Completed

[Choose date](#)

4. Whenever the objective is achieved, click on "Complete".

5. Click on Save


VIII. Assessing your yearly achievement at the end of the year

At the end of the year, you can assess your objectives in regard with the 3 year strategic planning so as you can set the new objectives for the year after.






1. To do so you just have to Go to the Planning tab and click on "Results and Analysis" in the side menu, then click Edit/Create

Results and Analysis

Organization: ADM / QAIE - Quality Assurance and Institutional Effectiveness Office Strategic Planning Period:
Strategic Plan 2015-2018

 = Data entry is not complete

Organizational Unit Goals

Organizational Unit Goals ▲	Is Data Entry Complete?
SG1 - Support decision making by collecting data relevant to any kind of student satisfaction	 Not Complete
SG2 - Enhance students' employability rates by developing their graduate attributes	 Not Complete
SG3 - Enhance student support services and get recognition for excellence in their learning experience	 Not Complete
SG4 - Provide accurate institutional information to both internal and external constituents	 Not Complete
SG5 - Increase the focus on Regional University Centers' quality of service and ensure that all students across all campuses are provided with equal resources and opportunities	 Not Complete

- Click on your Strategic Goals one by one and add the progress made always by reviewing the relevant objectives accomplishment.

Organizational Unit Goals: SG1 - Support decision making by collecting data relevant to any kind of student satisfaction

Organization: ADM / QAIE - Quality Assurance and Institutional Effectiveness Office Strategic Planning Period: Strategic Plan 2015-2018

Results **Objective**

Results

Strategic Results And Analysis

Strategic Results And Analysis [Rich Text Formatting](#)

Results 2014-2015:

In Fall 2014-2015, students participation rates were very high especially in the well-being at the campus survey where it was more than 80% compared to 50% in previous semesters.

Status Met Not Met Partially Met

Data Entry Status Complete Not Complete

[Cancel](#)

Organizational Unit Goals: SG1 - Support decision making by collecting data relevant to any kind of student satisfaction

Organization: ADM / QAIE - Quality Assurance and Institutional Effectiveness Office Strategic Planning Period: Strategic Plan 2015-2018

Results **Objective**

Objective

Objective	Person/Group Responsible	Priority	Due Date	Status	Date Completed
1.1. Maintain a high participation rate in the Course Feedback by Students surveys	QAIE Office	High	06/30/2015	In Progress	
1.2. Maintain a high participation rate in the Well-being at the Campus survey	QAIE Office	High	06/30/2015	In Progress	

Save and Close

[Cancel](#)

Finally, you can set your new objectives for each of the unit strategic Goals by repeating part VI of this document this time for the new cycle, ex. 2015-2016.

IX. Generating reports and presenting it to the Top Management

1. Go to the Planning tab and click on "Reports" in the side menu, then choose the report "Annual Activity Report" knowing that this report is automatically generated based on the activities you've entered in the parts above.

Annual Activity Report

Select Variable Values:

Organization: ADM / QAIE - Quality Assurance and Institutional Effectiveness Office

Planning Cycle: 08/01/2014 - 07/30/2015

Display Report

[Cancel](#)

2. Select the planning current planning cycle and click on "Display Report"

I. Mission, vision

Mission statement of the unit

English: The Quality Assurance and Institutional Effectiveness Office (QAIE) supports the University to achieve its mission by assessing and continuously improving administrative and academic performance, and supporting the various units of the University to provide excellent educational experience for the students.

French: Le Bureau de l'Assurance Qualité et de l'Efficience Institutionnelle (AQEI) accompagne l'Université dans l'accomplissement de sa mission, en évaluant et améliorant la performance administrative et académique, tout en soutenant ses différentes unités afin de fournir aux étudiants une excellente expérience académique.

Vision statement of the unit

English: Our vision is to become a national and regional model in Quality Assurance and Institutional Effectiveness through assessment, accreditation and excellence in teaching and learning and student support.

French: Notre vision est de devenir un modèle national et régional en assurance de la qualité et de l'efficacité institutionnelle par l'évaluation, l'accréditation et l'excellence dans l'enseignement et l'apprentissage et le soutien aux étudiants.

II. Planning - Strategic Plan 2015-2018

Unit Goal	Mapping to University Strategic Goals
SG10	B.5. To increase student satisfaction with academic and pastoral support.
SG1 - Support decision making by collecting data relevant to any kind of student satisfaction	B.5. To increase student satisfaction with academic and pastoral support.
SG2 - Enhance students' employability rates by developing their graduate attributes	B.6. To provide student opportunities and support for developing their graduate attributes and employability.
SG3 - Enhance student support services and get recognition for excellence in their learning experience	B.9. To ensure the prominence of a student-centered culture throughout support services that are cohesive and multifaceted.
SG4 - Provide accurate institutional information to both internal and external constituents	C.2. To enhance the management and effectiveness of our external and internal communications.

- Print the report, sign it and submit it to the top management.

Annex for Units delivering Student Support Services

Besides defining the measurable objectives that are emanating from the Unit goals linked to the University Strategic Plan, each unit should have the individual outcomes, units that deliver student support services should ensure that the individual outcomes intended by each of the services is clearly defined, understood by staff, communicated clearly to students (+candidates). Outcomes need to focus on the features and benefits of the specific services for the individual. It should be part of the monitoring and evaluation activities. These outcomes should be published on the University website and Intranet.

Example of objectives (varies by year):

- To engage with 700-1000 students in the year 14/15 in providing careers support. To see increased engagement across more faculties by students year on year. [Careers]
- To increase the quality of applications received by the University measured through an increase in the number of candidate conversion starts to 50% and to contribute to an increase in student year one retention rates. [Orientation and Admissions]
- To deliver an efficient and accurate programme registration service for parents and students measured through numbers of process errors and Petitions reducing year on year and levels of satisfaction through feedback increasing. [Registrar]

Example of individual outcomes (fixed throughout the years):

- Walk-in Appointments for a career counseling session. [Careers]
- Internship program for 4th year students. [Careers]
- Open doors for all Lebanese school students. [Orientation]
- Appeal procedures in the Application of Academic Regulations. [Student Affairs]
- Student Magazine [Student Affairs]
- Official academic transcripts and certificates. [Registrar]
- ...