

QUALITY IN THE UNDERGRADUATE EXPERIENCE

What Is It?

How Should it be Measured?

Who Decides?

A Workshop Hosted by the

The National Academies of Sciences, Engineering, and Medicine

December 14-15, 2015

National Academy of Sciences Building

2101 Constitution Ave. NW, Washington, DC

Sponsored by The Lumina Foundation

AGENDA

Day 1—December 14, 2015

3:00-3:15 **Welcome: Paul Courant, Committee Chair**

3:15-5:30 ***“What Is Quality? How Should It Be Measured? Who Should Decide?”*** Moderated panel discussion involving project committee members (3:15-4:15) followed by small group discussions (4:15-5:30); each discussion facilitated by a committee member. Panelists and group discussion facilitators are:

- *Paul Courant, Committee Chair, Professor of Public Policy, Professor of Economics, Professor of Information, and Faculty Associate in the Institute for Social Research at the University of Michigan.*
- *Ellen Hazelkorn, Policy Advisor to the Higher Education Authority (Ireland), Emeritus Professor and Director, Higher*

Education Policy Research Unit (HEPRU), Dublin Institute of Technology

- *Paul LeBlanc, President, Southern New Hampshire University*
- *Alexander McCormick, Associate Professor of Educational Leadership and Policy Studies, Indiana University Bloomington; Director of the National Survey of Student Engagement (NSSE).*
- *Marco Molinaro, Assistance Vice Provost for Educational Effectiveness, University of California at Davis.*
- *Roy Swift, Executive Director, Workcred, an affiliate of the American National Standards Institute.*
- *Jordan Matsudaira, Assistant Professor, Policy Analysis and Management, Cornell University; Former Chief Economist, White House Council of Economic Advisers.*
- *Moderator: Jillian Kinzie, Associate Director, Center for Postsecondary Research and National Survey of Student Engagement (NSSE), Indiana University*

5:30-7:30

Reception and dinner. Keynote Address by Carol Geary Schneider, President, Association of American Colleges and Universities

Day 2—December 15, 2015

9:00-10:30

Panel: How do the “Consumers” of Higher Education see Quality? Perspectives from students, the federal government, employers, and foundations.

- *Andy MacCracken, Executive Director, National Campus Leadership Council*
- *Emily Slack, Professional Staff Member, Education & Labor Committee, U.S. House of Representatives*
- *James Kvaal, Deputy Director, Domestic Policy Council, The White House*
- *Jennifer Engle, Senior Program Officer, Bill & Melinda Gates Foundation*

- *Aprille Ericsson, SBIR/STTR Program Manager, Innovative Technology Partnerships Office, NASA Goddard Space Flight Center*
- *Moderator: Paul LeBlanc, President, Southern New Hampshire University*

10:45-12:15

Panel: What is Quality? Perspectives from a 4-year university, 2-year college, an online institution, and a web development immersive school.

- *Elsa Núñez, President, Eastern Connecticut State University*
- *Scott Ralls, President, Northern Virginia Community College*
- *Sally Johnstone, Vice President for Academic Advancement, Western Governor's University*
- *Stanley Ikenberry, President Emeritus of the University of Illinois and Former President of the American Council on Education, and a Co-Principal Investigator of the National Institute for Learning Outcomes Assessment (NILOA)*
- *Adam Enbar, President, Flatiron School*
- *Moderator: Alexander McCormick, Associate Professor of Educational Leadership and Policy Studies, Indiana University Bloomington; Director of the National Survey of Student Engagement (NSSE)*

12:15-1:00

**Lunch. Remarks by Nigel Croft, Chairman of the ISO Technical Committee for Quality Systems—
“A Global Perspective of Quality”**

1:00-2:15

Small Group Table Discussions. Key Questions to Consider:

- **What actions are required in the next year or two to move us from current models (e.g. VALUE Rubrics, PULSE, and DQP) that are being implemented on an ad hoc basis to a system of quality measurement whereby a group of like institutions adopts a standard set of indicators and reports their results?**

- Now that the College Scorecard has been released, what further steps should the federal government (and, possibly, state governments) take to improve public information about the quality of undergraduate institutions? Are there improvements to the College Scorecard that are feasible and desirable in the near term? If so, who should be responsible for implementing them? What structures need to be put in place to assure that the College Scorecard is well-curated and that it can improve over time?
- Should a group be assembled to create a core set of principles to guide the development of a general framework for measuring quality in undergraduate education--one that can be adopted by nearly any type of institution, e.g. 4-year university, 2-year college, online institution, "boot camp," etc.? If so, who should be involved in that process, who should lead it, and who should fund it?
- What might be the most appropriate role, if any, for the National Academies? Could it, for example, serve an integration and synthesis role, bringing together and leveraging the good work that is underway (including the DQP, VALUE, VSA, and perhaps other emerging programs)? Might it also seek to broaden the emphasis from defining competencies and outcomes to working out the quite thorny assessment and consumer information components?

2:15-3:00

Report outs from small groups, and full group discussion of short-term next steps.

3:00-3:15

Concluding Remarks: Paul Courant, Committee Chair