



**PIEDMONT**  
INTERNATIONAL UNIVERSITY

# INSTITUTIONAL EFFECTIVENESS NEWSLETTER

JUNE 2019

## RESPONDING TO CHALLENGES

At the Presidential Advisory Council (PAC) on June 3, the IE Office presented the results of the RNL Survey. The results were then distributed to administrators, directors, and deans for further reflection with their teams. The RNL student survey supports PIU's continuous improvement because it helps us identify challenges where we can improve. This year, some of our challenges were:

- Value of tuition;
- Clarity in syllabi;
- Commitment to racial harmony on campus;
- Quality of online instruction;
- Student disciplinary procedures; and
- Commitment to academic excellence.

Identifying challenges enables us to take demonstrable action and turn weaknesses into strengths. We recommend the steps that are outlined below, but we encourage you to work with your supervisor to draft some ideas of how your office could create change and improvement.

- Tell students about our ongoing conversations regarding the survey results and accompanying comments. They should know that the administration, faculty, and staff are collaboratively seeking to make improvements. Students (and everyone!) like to know that they have been heard.
- Consider creating a formal or an informal student focus group to ask students additional questions about their perceptions. If you offer food, they will come!
- Invite students to make suggestions to your office.
- Communicate with students regularly so that they know that changes are being made. Knowledge directly affects satisfaction.
- Follow up with students to ensure that the changes have been successful.

## STATISTIC OF THE MONTH

**63%** 

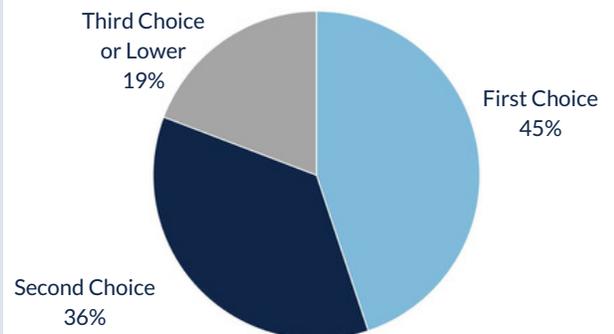
of the students who completed the Priority Survey for Online Learners indicated that student-to-student collaborations are valuable.

## IMPORTANT DATES

**Jun. 30** - PLO Charts due for all programs

**Aug. 12-14** - Faculty / Staff Development Days

On the Student Satisfaction Inventory, students indicated if PIU was their first choice, second choice, or third choice or lower.



The annual report from RNL shows that at the average school, 70% of students select "First Choice."