

## **SACSCOC Student Success Outcomes, Assessment, and Support Working Group Meeting**

**July 10, 2026 10:00 – 11:00am**

### **Microsoft Teams**

**Attendees:** Bethany AuHoy, Brandon Davidson, Travis Goode, Matt Grief, Melissa Hernandez-Katz, Raúl Hinojosa Jr., John Jackson, Relius Johnson, Daniel Long, Nidhi Mehrotra, Sarah Moore, Vicky Morris-Dueer, Julie Murphy, Robin Paige, Md Eyasin Ul Islam Pavel, Stephen Rogers, Elizabeth Samuel, Gloria Shenoy, Amanda Smith, Vy Trang

**Absent:** Jeremy Head, Ruth Schemmer

- **Review and Preparation for SACSCOC Principles Documentation:** Dr. Gloria Shenoy led the members through a working session to review and prepare documentation for SACSCOC Principles 8.2.a (Student Outcomes – Educational Programs), 11.1 (Library and Learning – Information Resources), 12.1 (Student Support Services), and 12.4 (Student Complaints), assigning tasks, clarifying evidence requirements, and addressing access issues.
  - o **Student Outcomes Documentation (8.2A):** Dr. Shenoy explained the requirements for documenting student outcomes for academic programs, referencing previous submissions and the need for evidence such as learning outcomes, assessment methods, results, and improvement plans. The group discussed the use of the Hyoka system for assessment reports, the inclusion of supporting documents like organizational charts and awards, and the need to address programs offered at off-site locations. Dr. Raúl Hinojosa confirmed the discontinuation of the Marketable Skills website and clarified that evidence should be provided as PDFs to meet SACSCOC requirements. Drs. Shenoy and Hinojosa agreed to consult technical guides for accessibility compliance, and Gloria committed to investigating the Collin Higher Education Center website for inclusion.
  - o **Library and Information Resources (11.1):** Travis Goode outlined plans to document library collections, services, staffing, and peer comparisons, referencing the academic library survey and internal data. Dr. Amanda Smith reminded the group to include off-site facilities and resources not directly managed by the library, such as specialized labs. The team agreed to use Excel sheets to track evidence and updates, with Dr. Hinojosa noting progress on the document upload process.
  - o **Student Support Services (12.1):** There was a discussion on the scope of student support services, reviewing previous reports and identifying units and programs to include, such as the Career Center, Student Success Center, and various student affairs departments. Dr. Julie Murphy and Dr. Smith emphasized the need for evidence to support all claims, and Matt Grief noted the availability of recent annual reports. The group clarified the inclusion of academic support

services, learning support, and updates to reflect new programs and organizational changes. Dr. Smith volunteered to draft the narrative, with input from all stakeholders.

- o **Student Complaints Procedures (12.4):** There was a discussion on the documentation of student complaint procedures, clarifying that all formal complaints across various offices (Student Affairs, Provost, Housing, Library) must be included. Dr. Smith highlighted the importance of documenting processes and providing redacted examples as evidence, noting past challenges with academic grievance policy updates. Dr. Hinojosa agreed to follow up on policy revisions and coordinate with Heather Burge for historical documentation. Travis Goode offered to provide data on library-specific complaints if relevant.
- o **Access and Collaboration Issues:** The group addressed challenges with accessing shared Box folders and documents. The group agreed to continue troubleshooting access issues offline and to ensure all team members could contribute to the evidence collection process.

Follow-up tasks:

- **Collin Higher Education Center Website for 8.2A:** Investigate and obtain the website for Collin Higher Education Center to include in the 8.2A educational program outcomes documentation. (Dr. Gloria Shenoy)
- **Website Compliance for PDF Submissions:** Confirm whether PDF submissions for the report must comply with new accessibility requirements and communicate the findings to the team. (Dr. Raúl Hinojosa)
- **Academic Grievance Policy Update:** Escalate and facilitate the update of the academic grievance policy, ensuring it is either completed or documented as in progress for the student complaints principle. (Dr. Amanda Smith, Dr. Raúl Hinojosa)
- **Student Complaint Documentation Collection:** Collect and document the various ways student complaints are received across offices, including providing sample evidence of processes followed. (Dr. Amanda Smith, Dr. Raúl Hinojosa)
- **Library Noise Complaint Data Submission:** Provide documentation and data regarding library noise complaints and behavior processes for inclusion in the student complaints principle, if they meet the threshold for formal complaints. (Travis Goode)
- **Peer Comparison Data for Library Services:** Pull and provide peer comparison data from the academic library survey for inclusion in the library and information resources documentation. (Dr. Vicky Morris-Dueer)
- **Off-Site Facility Support Documentation:** Identify and include documentation of library and student support services provided at off-site facilities (e.g., Brain Center, Callier) in relevant principles and narratives. (Dr. Amanda Smith, Travis Goode)
- **Access Issues to Box Folders:** Resolve individual access issues to Box folders and ensure all relevant team members have access to the necessary files for their assigned principles. (Dr. Gloria Shenoy)