



OHIO  
UNIVERSITY

Office of the President

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June 27, 2019

Stephanie Kramer  
Accreditation Processes Manager, AQIP  
Higher Learning Commission  
230 South LaSalle Street, Suite 7-500  
Chicago, IL 60604  
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Dear Ms. Kramer,

Ohio University acknowledges the receipt of our 2019 AQIP Pathway: Systems Appraisal Feedback Report. We would like to extend our thanks to Dr. Loper and her team of reviewers and acknowledge the time and effort they put into this thoughtful review. We are very pleased that the team recognized and affirmed that Ohio University is meeting the Criteria for Accreditation.

As we make the transition to the Open Pathway, we welcome the feedback and suggestions provided by the team. We remain committed to the importance and value of the accreditation process at Ohio University. In particular, we are pleased that the team recognized our work around the creation of the Assessment Clearinghouse website and our Academic Program Review Process.

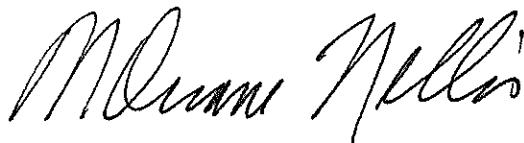
In light of HLC's decision to sunset the AQIP Pathway, OHIO is strategically planning for our next assurance argument in the Open Pathway and will continue to work across the university to improve the breadth and depth of our evidence samples as suggested by the review team. We noted the feedback that we need to provide more detailed information about our partnerships, community-based initiatives and diversity efforts at OHIO. In fact, two of OHIO's Strategic Pathways are focused on becoming a national leader for diversity and inclusion and to build a university engagement ecosystem. Both of these pathways have provided many new initiatives that will be highlighted in our next assurance argument and supported with multiple evidence samples.

We acknowledge the need to create a more centralized process for the collection of and response to complaints and have begun to work in this area. Further, we agree with the reviewers' observation that we could improve on the consistent use of internal targets and external benchmarks in the Systems Portfolio. Developing and measuring performance against both internal goals and external benchmarks is a best practice for high performing institutions, and we plan to continue to devote attention and effort in this area in order to make progress for our next assurance filing. We will continue to closely review the findings of this report as we plan for our next steps in the Open Pathway.

Despite the close of the AQIP Pathway, OHIO continues to value and embrace the principles of continuous quality improvement. Therefore, we would like to respond to several themes that we feel emerged through this report. First, we believe that due to the structure of the AQIP systems portfolio, space limitations in particular, OHIO was unable to effectively and fully communicate the complexity and diversity of our institution. This lends significantly to the conclusions reached by the reviewers that the Categories lacked consistency between the processes, results, and improvements; and that there was a lack of interpretation of results and insights gained. Without the space limitations, OHIO could have provided more interpretation of results and insights gained. The team also indicated that the lack of headers to differentiate subcomponents within a category made transitions more difficult to follow. We agree, but the subheadings were included in the final word limits and thus, we made the difficult decision to remove them.

On behalf of everyone who participated in the development of the Systems Portfolio and everyone at Ohio University, all of whom will benefit from this detailed and useful report, I would like to thank Dr. Loper, her team, and the Higher Learning Commission.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Duane Nellis". The signature is fluid and cursive, with the first name "M. Duane" and the last name "Nellis" clearly distinguishable.

M. Duane Nellis, Ph.D.  
President  
Ohio University

cc: Chaden Djalali, Executive Vice President and Provost  
Loralyn Taylor, Accreditation Liaison Officer