

Lansing Community College

AQIP Action Projects

Action Project #1 – Creating Continuous Process Improvement Systems

A. Give this Action Project a short title in 10 words or fewer:

Creating Continuous Process Improvement Systems

B. Describe this Action Project's goal in 100 words or fewer:

The college will create a comprehensive system of data-driven continuous quality improvement that will comprise all instructional and services units of the institution. Integrated planning and review processes will be designed using the plan/do/study/act model at all levels of decision-making and service delivery. Participation in the Academic Quality Improvement Project will provide a context for this work. The AQIP Quality Criteria will provide a framework for planning and reviewing the approach, deployment and results of College performance. The college is also exploring ISO 9000:2000 compliance for its Business & Community Institute (BCI) and its Information Services/College Development (ISCD) Division.

C. Identify the single AQIP Category which the Action Project will most affect or impact:

Primary Category: Helping Students Learn

D. Describe briefly your institution's reasons for taking on this Action Project now -- why the project and its goals are high among your current priorities:

Today, meeting the learning needs of students, keeping up with the pace of technological change and addressing the demand for increased accountability for demonstrable results make establishing continuous quality improvement systems essential. The college's 2000 Strategic Plan revolves around continuous quality improvement.

E. List the organizational areas - institutional departments, programs, divisions, or units -- most affected by or involved in this Action Project:

All College units will be involved in refining or developing continuous quality improvement systems.

F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve:

Major processes addressed by this plan include collaborative processes to determine the mix of course sections offered in various delivery modes; a process to determine instructional staffing needs in each department; a process for establishing standards for quality practice in the classroom (online or on ground); a systematic review process on a biennial cycle addressing program effectiveness; and program and department planning to meet specific student learning outcomes. These processes are all outlined in a detailed Instructional Master Plan. In service departments, processes affected by establishing CQI systems will vary significantly from one area to another. Currently, the College Director of Quality Assurance is working with all service units to define their purpose, articulate their service concept and specify their deliverables. A biennial review and planning cycle has been established that will address specific unit processes and results as it unfolds.

G. Explain the rationale for the length of time planned for this Action Project (from kickoff to

target completion):

The commitment of the Board of Trustees and executive leadership at the college clearly and unquestionably promotes and supports continuous quality improvement system. College staff will establish reliable communication channels, many electronic that are accessible, current, and responsive. The College is working to include the plan/do/study/act steps required by these CQI processes in ways that replace, rather than increase, current workloads.

H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing:

Tracking the progress of academic departments and service units through their biennial review and planning cycles will enable the College to measure the progress of each in its capacity to manage the continuous quality improvement system. Application of current technology and appropriate staffing are key process measures at lower levels of analysis.

I. Describe the overall "outcome" measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals:

The critical outcome to measure progress toward this goal is, of course, student learning. College-wide, we will be tracking (See action plan ****Creating a System for Reporting Results****) broad measures of student achievement including completion (course, sequence, certificate, degree), retention, student success in career, student success after transfer; and student/faculty/community satisfaction with the quality of College instruction and services.

J. Other information (e.g., publicity, sponsor or champion, etc.):

100% of all academic programs complete initial review process including planning for next cycle; Initial quality measurement system in place for each service unit. 25% of all academic programs complete full review/planning process in new biennial cycle. Organizational development plan addressing planning/data management in place for all service units. 50% of all academic programs complete full review/planning process in new biennial cycle. Comprehensive documentation system in place for all units, academic and service.