

Continuous Quality Improvement Plan

Accreditation Town Hall
February 13, 2019



Recommendation 1

In order to meet the Standards, the Team recommends that the College **regularly evaluate** its institutional plans and governance and decision-making policies, procedures, and processes to **ensure their effectiveness**. Further, the Team recommends that the results of evaluations be **widely communicated** across the institution and used as the basis for **making improvements**.

Standards I.B.7, I.B.8, IV.A.7

Key Processes - 4 Categories

1. Organizational Effectiveness (AGOs and Councils)
2. Planning Effectiveness
3. Instructional Programs
4. Campus Policies

1. Organizational Effectiveness

- **Authorized Governance Organizations**

 - Faculty Senate

 - Student Congress

 - 'Aha Kalāualani

 - Staff Council

- **Operational College Councils**

 - Chancellor's Advisory Council (CAC)

 - Administrative Staff Council

 - Academic Affairs Council (AAC)

 - Student Affairs Leadership Team (SALT)

 - Counseling and Academic Advising Council (CAAC)

 - Office for Continuing Education and Training Council (OCET Council)

2. Planning Effectiveness

Long Term Institutional Planning

- Mission Statement and Strategic Plan 2015-2021

- Long Range Development Plan (On hold)

- Hawai'i Papa O Ke Ao

Operational Planning

- Sustainability Plan

- Distance Education Plan

- Technology Plan

- Enrollment Management Plan

- Continuous Improvement Plan

- Tactical Plans (Student Success Plans)

3. Effectiveness of Instructional Programs

1. Annual SLO Assessment and Review (course, program, general education and ILOs)
2. Annual Report of Program Data (ARPD)
3. Comprehensive Program Review (Every 5 years)

4. Effectiveness of Campus Policies

Due this year for review are:

- KOP 1.112 Participation in College Decision-Making Processes

Review date: March 19, 2019

- K 9.104 Lecturer Evaluation Process

Review date: April 28, 2019

Cycle of Evaluation

- Twice a year (goal setting and evaluation)
- Annually (Evaluation of an AGO, ARPD)
- Every 5 years (Comprehensive Program Review)
- Every 6 years (Mission Statement, Strategic Plan)
- Continuously (student learning outcomes assessments)
- As needed (policies)

2 Kinds of Evaluation

- External
 - Constituents
- Internal
 - Goal Setting + Evaluation



Andy Hargreaves

On Evaluation:

**Measure what you value instead of
valuing only what you can measure.**



THIS



FOR US.

Our Continuous Improvement Process

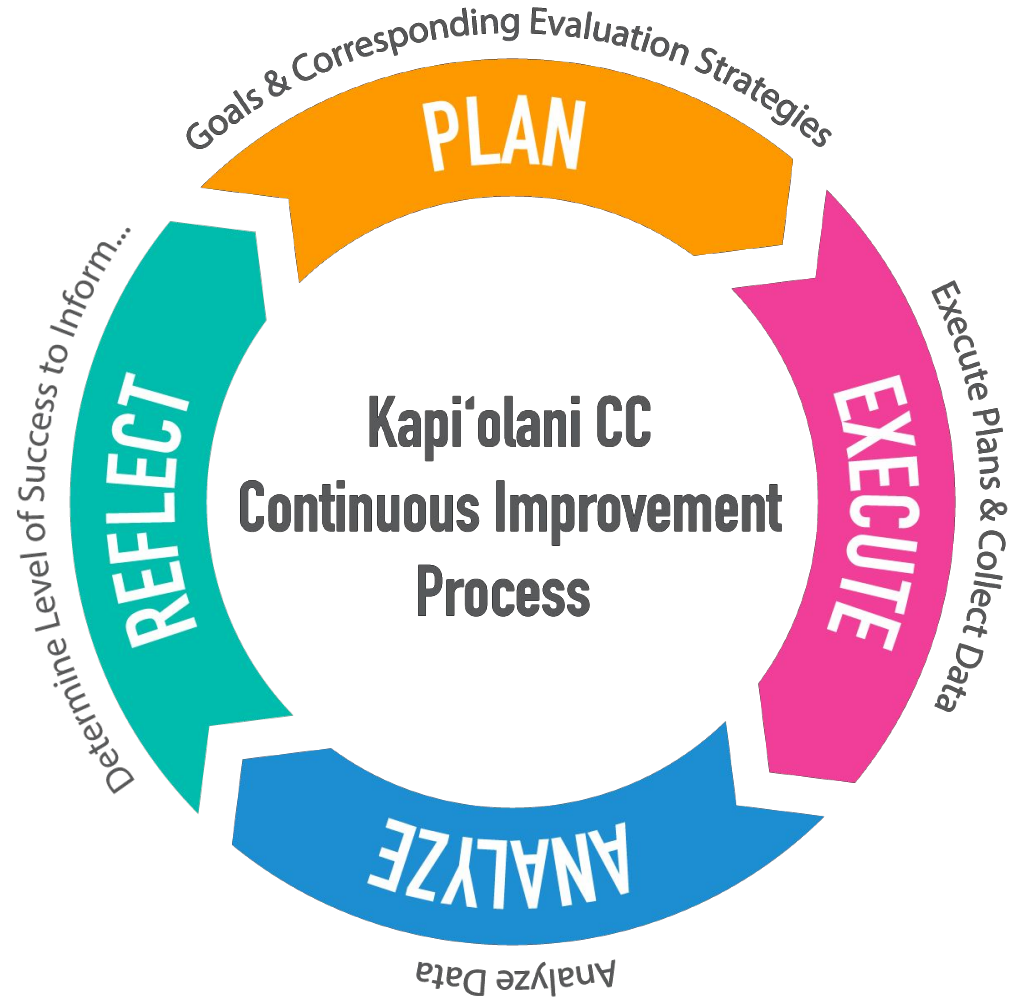
Our Goal	Evaluation Strategy	Findings	Actions (based on findings)	Our New Goal
<p>What specifically do we want to achieve?</p> <ul style="list-style-type: none">★ Singular★ Clear★ Measurable★ Parameters/Standard	<p>How will we know whether we have achieved it?</p>	<p>What does the data say about whether/how well we achieved our goal?</p>	<p>Based on our findings, what do we feel are the next appropriate actions?</p>	<p>Do we need to revise or create a new goal?</p>
<p>We will respond to 80% of all action requests within 2 meetings.</p>	<p>Secretary will track when ARs are submitted vs addressed and note any complications/barriers in the process.</p>	<p>72% of ARs received response within 2 mtgs after submission. 22% of ARs were incomplete and needed to go back to committees for revision.</p>	<p>Revision of AR template will simplify form and include specific examples and considerations. Communications will go out to committee chairs to further clarify and offer support.</p>	<p>We will respond to 80% of all action requests within 2 meetings.</p>

We've identified a **need** for improvement in our process and devised a **strategy** for improvement and a way to **evaluate** its impact.

Critical Factors for Success:

ALIGNMENT of
GOALS + EVALUATION STRATEGIES

Use of **DATA** to
inform **DECISION-MAKING**



Timeline

AGOs & Councils (9 month cycle)

Beginning of Fall: **PLAN**

Fall - Spring: **EXECUTE**

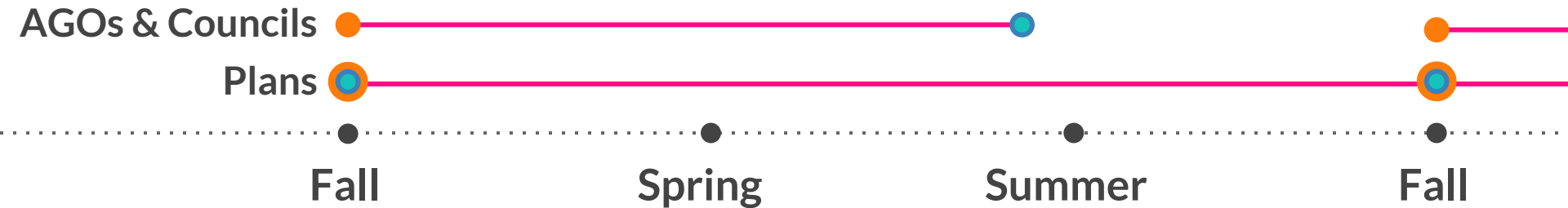
End of Spring: **ANALYZE & REFLECT**

Plans (12 month cycle)

Beginning of Fall: **PLAN** (**ANALYZE & REFLECT**)

Fall - Summer: **EXECUTE**

Beginning of Fall: **ANALYZE & REFLECT** (**PLAN**)



Recommendation 2...