

## Reflections for Action on Continuous Improvement October 2009

**Sustaining a culture of continuous improvement requires regular and consistent efforts.** We involved a large number of individuals in the beginning of our AQIP involvement and we must continue to reach and engage even more people in our continuing efforts. AQIP processes need to be well defined with timelines and integrated with all planning processes. We want to make sure that everything done relating to AQIP is well documented and can be repeated and/or continued if there are personnel changes. Therefore, it is important to build awareness and promote responsibility through multiple communication methods. We continue to improve vertical distribution of information to reach all levels and solicit increased input from students. We have positioned our Web site as the primary internal and external communication piece.

**Initially there was some confusion about how AQIP and strategic planning worked together.** On our campus the processes started out separate but similar. Over time, AQIP and strategic planning have evolved into one overall strategic planning committee. The AQIP Council and the Strategic Planning Council were integrated into one council as part of a well thought-out, sequential process in the fall of 2008. Previously, the AQIP Council had been instrumental in organizing AQIP at WSC and the Strategic Planning Council had been instrumental in organizing a systemic, continuous strategic planning process at WSC. As the Strategic Planning Council integrated AQIP categories for improvement into its strategic planning a natural migration of the AQIP process occurred. Consequently, the former AQIP Council transitioned and was combined into the Strategic Planning Council.

**As we close the loop, we have learned that we need to be more intentional about what we want to know and how we measure it.** Wayne State College is building a culture of outcomes assessment across the institution through a systematic process of assessment planning. This systematic method of assessment documents assessment results and provides evidence that the results are used for continuous improvement of programs and services. Assessment at WSC will continue to expand and improve these processes through which student learning data is examined and will be used to build a strong culture of assessment. We need to create better linkages across the College for collecting, analyzing, and using data. We are hopeful our new Student Information System software and training will facilitate this process.

**Staff and faculty are supportive and willing to work on the projects.** Faculty will accept the challenges of projects when they know the projects will receive financial and administrative support. We were not confronted by resistance or reluctance to move projects forward as long as they were clearly defined and specified. We have successfully completed and retired four Action Projects and have three currently in progress. These Action Projects have all involved faculty, professional staff, support staff, and administrative units in working to improve the quality of our institution. Some examples of positive cooperation include work on the proceedings for engagement, all campus assessment retreats for collaboration between department chairs and department faculty, Network and Technology Services (NATS) provides faculty and staff computer training and support WebFocus online assessment tools for the School of Education and the Office of Assessment, and campus support of multicultural and international studies initiatives.

**Involvement in the Academy for Assessment of Student Learning has increased our commitment to assessing and improving student learning.** The Academy for Assessment of Student Learning Team has made major strides in accelerating and advancing efforts to assess and improve student learning for the revised General Education Program. The Academy Team has provided leadership and direction for all-campus assessment retreats, in-service, and assessment planning for the General Education Program and continues to build a culture supportive of assessing student learning and continuous improvement.