Improvement

Improve planning continuous improvement
The decision to adopt the AQIP accreditation option was predicated upon our knowledge that it would reinforce the college's commitment to quality that it adopted in 1988. In 2007, WCTC's president hired a vice president of strategic effectiveness and advancement to guide a team effort for strategic planning, research, evaluation, quality improvement and assessment. A timeline for the strategic planning process is shown in Figure 8-4. Also, a three-credit course, *Quality at Work*, is being offered to staff during work hours. It includes an overview of the principles, practices, and tools required to support organizational commitment to continuous improvement of all work processes. Participants will take part in a project designed to make improvements to a teaching, learning, or support services process. The course topics include an orientation to quality; systems thinking; dynamics of change; the scientific method; communication; and using technology/data. In addition, a new position, vice president of administration, has been created to guide budgeting processes and to plan long-term technology acquisitions and facility expansions; recruitment is underway.

Setting improvement targets and priorities
The continuous improvement cycle of plan/do/study/act is used regularly by quality teams, research and evaluation teams, leaders and many other staff to set targets based on gaps between performance and projections, expectations or benchmarks (211). On WCTC's Conversation Day 68 provocative proposals were prioritized. The “quick fix” projects were taken by the related departments and the three top ranked proposals (Figure 5-1) became our current Action Projects. Additional improvement priorities are:

- Improve strategic planning and budgeting processes
- Update the Facilities Master Plan
- Increase student retention through improved academic advising and course scheduling
- Develop targets and thresholds for institutional effectiveness measures which can be accessed and updated via the web portal
- Increase revenue through federal and private grant funding and business contracting
- Use the Workforce Planning Process for succession plans throughout the college
- Increase relevant offerings in advanced manufacturing
- Revitalize Student Outcomes Assessment

Addressing improvement priorities will be accomplished through outcomes of the strategic planning process, continuous improvement teams, and by departments specifically affected by improvement priorities.

Current results and improvement priorities are communicated to students, faculty, staff, administrators and appropriate stakeholders via the College website, budget and planning processes, advisory committees, newsletter, President's Perspective publication, town hall meetings, employee and student portals, and email communication.