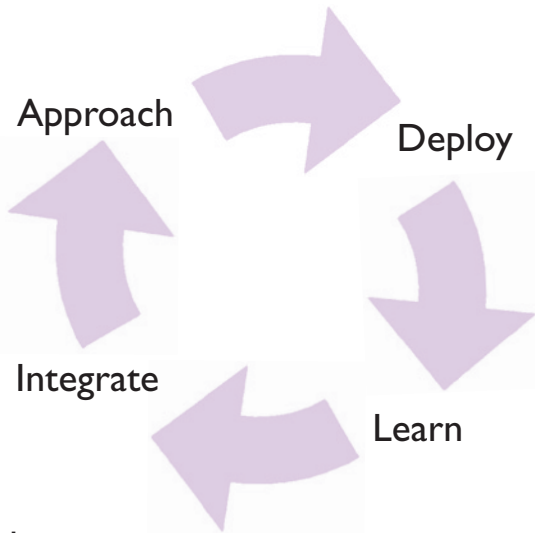


CYCLES OF IMPROVEMENT: APPROACH, DEPLOY, LEARN, INTEGRATE



Approach

These systematic approaches are key to our performance discipline:

- Review and update vision, mission, values, core competencies
- Review and update Strategic Planning Priority Goals for Student Learning
- Review and update Key Performance Indicators (KPIs) and Targets
- Develop/update Organizational Action Plans
- Develop/update Departmental Action Plans
- Develop/update Employee Action Plans (IAP/PD)
- Develop/update Quality Enhancement Plan (QEP) strategies
- Build/update budget projections

Deploy

We deploy approaches broadly and deeply to relevant work groups throughout the college:

- Deploy Organizational Action Plans
- Deploy Departmental Action Plans
- Deploy Employee Action Plans (IAP/PD)
- Deploy QEP Cycle
- Review KPI Measures-to-Targets monthly
- Take corrective actions to close performance gaps
- Provide employee training and development
- Administer student-employee-community surveys/focus groups

Learn

We analyze and evaluate our success. We learn from:

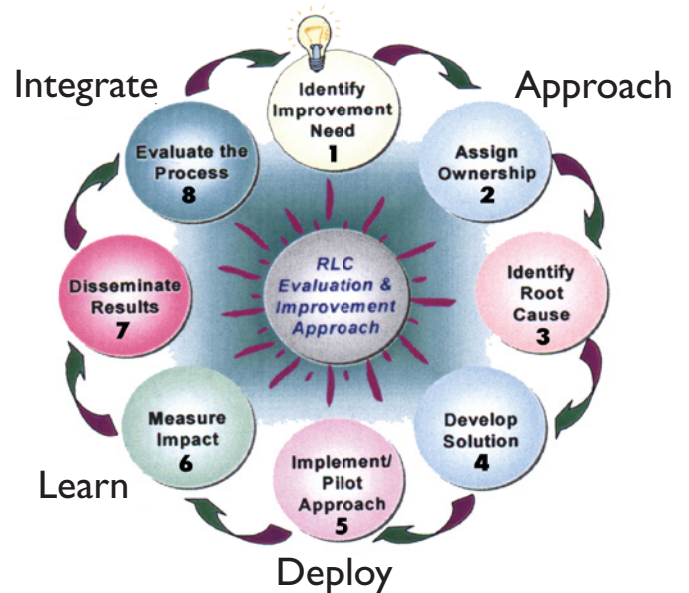
- End-of-year results for KPI Measures
- Revenue- and budget-target results
- Organizational Action Plan outcomes
- Departmental Action Plan outcomes
- Employee Action Plan outcomes (IAP/PD)
- QEP outcomes
- Process Implementation/Improvement Plans (PIIP)
- Benchmarking selective best in-class organizations
- Survey/focus group/blog results

Integrate

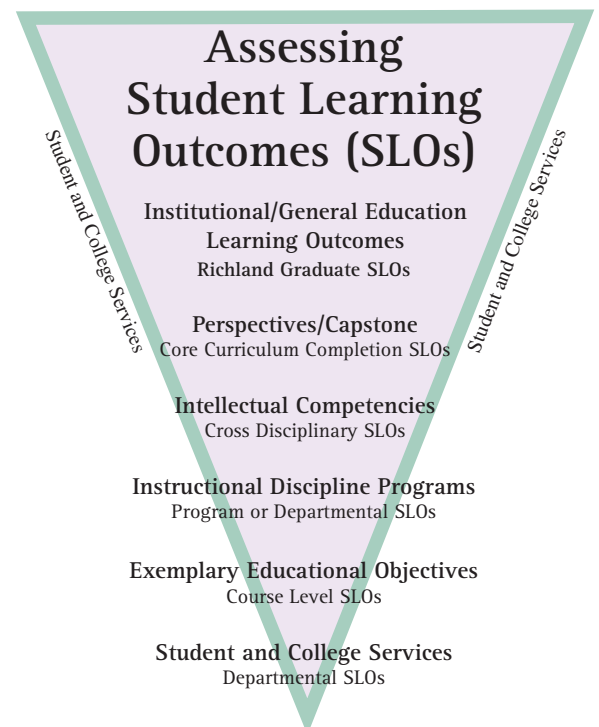
We integrate what we have learned into the next cycle of improvement to:

- Share key learnings across the organization
- Promote continuous quality improvement
- Promote sustainable, innovative breakthroughs for ongoing organizational transformation

PROCESS IMPLEMENTATION/ IMPROVEMENT PLAN STEPS (PIIP)



QUALITY ENHANCEMENT PLAN (QEP)



Satisfies SACS COC, THECB, DCCCD curriculum requirements, and our own intrinsic motivation for improving student success.