



Continuous Quality Improvement (CQI) at College of the Siskiyous Charge, Principles and Organization/Implementation

Charge

College of the Siskiyous is committed to the ongoing improvement of the quality of education our students' receive; institutional efficiency and effectiveness in our leadership and operations; and the care provided for our colleagues, students, stakeholders, and communities we serve.

Toward that end, CQI efforts at the College are led by the College Council as the core participatory governance representative body to ensure that we:

- Incorporate effective practices based on evidence.
- Provide programs and services that are relevant and rigorous in their design; and inclusive, accessible, and equitable in their delivery.
- Minimize risk, and prevent errors, in the provision of programs and services.
- Respect the individual needs and expectations of our students, colleagues, stakeholders, and communities served to the greatest extent possible without compromising the College's vision, mission, values, and goals.
- Develop and implement continuous quality improvement procedures, processes, and services that are timely and efficient – with appropriate coordination and continuity across all campuses, learning environments, offices, and departments.

Quality Improvement Principles

Quality improvement is a systemic approach to assessing programs and services and improving them on a continuous, priority-driven basis (note: priority based on data). This continuous quality improvement commitment is based on the following principles:

1. **Student Focused.** The College's number one priority stakeholder group is our students.
2. **Success-oriented.** Programs and services are characterized by a commitment to promote and preserve success. This does not mean we fear failure; rather we embrace the innovative and creative in order to expand engagement and empowerment through achievement and success. This approach promotes maximum flexibility and choice to meet individually defined education success goals, and to permit student-centered services.
3. **Employee Empowerment.** Improving program and service quality involves engaged people at all levels of the organization working collaboratively to maximize effectiveness.
4. **Leadership Involvement.** Effective CQI is maximized when leadership comes from within. Strong leadership is found throughout all functions and purposes of the College. While direction and support from the Board of Trustees and the College President are key to performance improvement, organizational leadership that permeates our campus culture assures quality improvement initiatives are consistent with the College's vision and mission.
5. **Data-informed Practices and Statistical Tools.** Successful practices create feedback loops, using data to inform practice and measure results. Fact-based decisions are more likely to produce positive quality results. The tools and methods the College uses must foster knowledge and understanding, and turn data into usable and actionable information.
6. **Prevention over Correction.** CQI seeks the design of good processes to achieve excellent outcomes, while embracing the evolution of best practice through improvements over time.
7. **Continuous Improvement.** Processes are continually reviewed, assessed, and improved. Incremental changes make an impact, and improvement opportunities can always be found.

Continuous Quality Improvement Organization and Implementation

CQI within College Council provides ongoing operational leadership of continuous quality improvement activities for College of the Siskiyous. While College Council will serve as the core membership engaged in CQI efforts, additional members may be added, either for a short-term effort or for a longer term of service, at the discretion of College Council depending on the CQI activities underway at the College.

Responsibilities for College Council in its CQI efforts include, but are not limited to:

- Develop and approve an annual CQI Plan
- Establish measurable objectives based upon priorities for improving the quality and safety of the College's programs and services.
- Develop indicators of quality on a priority basis.
- Periodically assess information based on the indicators, taking action as evidenced through CQI principles to solve problems and pursue opportunities to improve the overall quality of the institution's effectiveness.
- Establish and support specific quality improvement initiatives.
- Report to the Board of Trustees on quality improvement activities initiated at the College on a periodic basis.
- Formally adopt data-informed approaches to CQI efforts – from design and development to implementation and assessment.

The sharing of CQI data and information is an important leadership function of College Council in its CQI work. It is incumbent upon members of College Council to actively communicate to their constituents the College's CQI efforts, and to solicit all stakeholders' engagement in continuous quality improvement.