Quality Improvement and AQIP
Accreditation

- **Council for Higher Education Accreditation (CHEA):** A national advocate and institutional voice for self-regulation of academic quality through accreditation, CHEA is an association of 3,000 degree-granting colleges and universities and recognizes 60 institutional and programmatic accrediting organizations.

- **North Central Association (NCA):** Regional accreditation in the north central region
  - Higher Learning Commission (HLC)
  - Commission on Accreditation and School Improvement (NCA CASI)
Higher Learning Commission

- Two routes to accreditation:
  - Program to Evaluate and Advance Quality (PEAQ) - institutional self review and HLC team visit every 10 years
  - Academic Quality Improvement Program (AQIP) - continuous quality improvements of institutional systems (=processes)
AQIP

- AQIP is a quality improvement program and a quality assurance program for higher education organizations. It operates by involving participating institutions in three distinct cycles that occur simultaneously. Each cycle includes feedback from HLC.

- **Action — one-year cycle**
- **Strategy — four year cycle**
- **Accreditation — seven-year cycle**
AQIP: Action

- One-year cycle drives continuous improvement
- Action Projects:
  - 3-4
  - Chosen, by USF
  - To be completed in a few months or years
  - APs don’t have to be synchronized.
- Annual Action Project Updates to HLC annually for written feedback
- Changes are incorporated into our Systems Portfolio annually
USF Action Projects

- Retired Action Projects
  - Performance Management
  - Assessment of General Education Learning Outcomes
  - Retention
  - Admissions Processes

- Current Action Projects
  - Developing a portfolio process to measure university wide outcomes.
  - Enhance process for on-campus undergraduate orientation programs.
  - Recognize value of employees through fair and competitive wages.
AQIP: Strategy

- Four year cycle
- **Systems Portfolio** – institutional processes
- **A System Appraisal** - written, actionable feedback from HLC
- **Strategy Forum** - shape new strategies, align systems, and create specific Action Projects.
AQIP Principles of High Performance Organizations

- The AQIP Principles represent the values that participating colleges, universities, and AQIP itself strive to embody.

  - A mission and vision that focus on serving students' and other stakeholders’ needs
  - Broad-based faculty, staff, and administrative involvement
  - Leaders and leadership systems that support a quality culture
  - A learning-centered environment
  - Respect for people and willingness to invest in them
  - Collaboration and a shared institutional focus
  - Agility, flexibility, and responsiveness to changing needs and conditions
  - Planning for innovation and improvement
  - Fact-based information-gathering and thinking to support analysis and decision making
  - Integrity and responsible institutional citizenship
AQIP Categories (related processes)

These are the categories used to present institutional systems and processes in the Systems Portfolio (based on the AQIP principles)

1. HELPING STUDENTS LEARN,
2. ACCOMPLISHING OTHER DISTINCTIVE OBJECTIVES
3. UNDERSTANDING STUDENTS’ AND OTHER STAKEHOLDERS’ NEEDS
4. VALUING PEOPLE
5. LEADING AND COMMUNICATING
6. SUPPORTING INSTITUTIONAL OPERATIONS
7. MEASURING EFFECTIVENESS
8. PLANNING CONTINUOUS IMPROVEMENT
9. BUILDING COLLABORATIVE RELATIONSHIPS
Relationships Between AQIP Categories

Understand Student’s and Other Stakeholders’ Needs

Valuing People
Leading and Communicating
Supporting Institutional Operations
Planning Continuous Improvement
Building Collaborative Relationships

Helping Students Learn
Accomplishing Other Distinct Objectives

Measuring Effectiveness
USF Systems Portfolio

Systems Portfolio Overview

Category One: Helping Students Learn (Janine Hicks)
Category Two: Accomplishing Other Distinctive Objectives (Bruce Foote)
Category Three: Understanding Students' & Other Stakeholders' Needs (C. Zielinski)
Category Four: Valuing People (Nancy Pohlman)
Category Five: Leading and Communicating (Connie Bauer)
Category Six: Supporting Institutional Operations (Seuth Chaleunphonh)
Category Seven: Measuring Effectiveness (Jerry Kickul)
Category Eight: Planning Continuous Improvement (Connie Bauer)
Category Nine: Building Collaborative Relationships (Chuck Beutel)

Appendices

http://www.stfrancis.edu/accreditation/aqip/portfolio/index.htm
AQIP: Accreditation

- Seven-year cycle - quality assurance
- HLC reviews evidence from both the action cycles and strategy cycles for evidence that demonstrates that we continue to comply with the Higher Learning Commission’s *Criteria for Accreditation* – and that continuing our participation in AQIP will result in measurable performance improvement.
- A Quality Checkup visit to USF a year or two before our Reaffirmation of Accreditation review confirms the improvements we are making as well as the accuracy of the evidence we have provided to AQIP while providing helpful feedback and consultation on specific issues of our choosing.
AQIP History at USF


Admission to AQIP: 09/26/2003

Strategy Forum
November 2003
Team:
Connie Bauer
Michael Vinciguerra
Brad Webb
Jean Norris
Lina Sims
Rex Dishman
Frank Pascoe
Joanne Sterling
Jeff Chamberlain
Christine Zielinski

Strategy Forum
November 2007
Team:
Chuck Beutel
Catherine Ferrario
Bruce Foote
Janine Hicks
Frank Pascoe
Michael Vinciguerra
Christine Zielinski
Trustee?

Systems Portfolio
2006-07
Team:
Sheryl Paul
Connie Bauer
Janine Hicks
Christine Zielinski
South Chaleunpun
Chuck Beutel
Jerry Kickul
Mary Lou Nugent


System Appraisal: 2010 - 2011

Year of Next Systems Appraisal: 2010 - 2011

Year of Quality Checkup and Reaffirmation of Accreditation: 2010 - 2011

UNIVERSITY OF ST. FRANCIS
Engaging mind and spirit™
Institutionalizing a Quality Improvement culture @ USF

Quality Improvement Teams

AQIP (Core Team)

What do we need to do to stay accredited?

Are our processes as good as they can or need to be?
AQIP and Quality Improvement Teams
Integration of Strategic Planning

- Strategic Plan
- Feedback
  - Academic Assessment
  - Program Review
- QI/AQIP
- Budget and Planning
- Strategic Initiatives