

Action Line

Posting our AQIP committees' progress

Measuring Effectiveness

Mike Wood, chair

- * We are looking at the macro processes that deal with data and how data are used by the college.
- * We will be looking at **comparative data** from other schools and how Delta looks in those comparisons.

Helping students learn

Dave Bailey, chair

- * We focused on processes in *Student Services* and academics that support student learning.
- * We reviewed processes in admissions, counseling, assessing student ability and the processes used to assess program outcomes and determine teaching effectiveness.

Valuing People

Andrea Ursuy and
Connie Watson, co-chairs

- * We are working to identify answers to "process" questions that relate to the way that **Delta values people**.
- * The questions relate to items such as hiring, employee retention, professional development, and recognition and rewards.

Supporting Institutional Operations

Deb Lutz, chair

We identified 42 processes that support institutional operations including 28 student support processes and 14 administrative support processes.

We established **four subcommittees**: Enrollment and Retention; Instructional Support Services; Student Services/Campus Life; Institutional Administrative Services.

Understanding Students' and Other Stakeholders' Needs

Sue Montesi, chair

- * We identified about 40 processes the college is using to recognize the **needs of students** and other users of our programs and services.
- * We participated in two national surveys (CCSSE and Noel Levitz) providing us with student satisfaction comparative data that now is being used to prioritize process and service improvements.

Accomplishing Other Distinctive Objectives

Ginny Przygocki, chair

Using results from the Winter 2008 Faculty/Staff Survey and clarification by the Higher Learning Commission, the AQIP Steering Committee identified five objectives:

- ◆ Bay City Delta College Planetarium
- ◆ Corporate Services
- ◆ Delta College Foundation
- ◆ QTV
- ◆ Sustainability

Leading and Communicating

Jenny Williams and
Leslie VandenBosch, co-chairs

- * We are looking at ways we might evaluate communication methods.
- * We reviewed our leading and communicating processes at the executive and upper management levels.
- * **This newsletter** is a new method developed to improve communication regarding AQIP.

Planning Continuous Improvement

Leslie Sanders, chair

We defined the college's strategic planning process for 2008-2009 and 2008-2011.

We defined four strategic focus areas for planning:

- ◆ Student success
- ◆ Community focus
- ◆ Sustainable and efficient resource use
- ◆ People focus

Building Collaborative Relationships

Trevor Kubatzke, chair

- * We are bringing together information from around the college to identify our processes with regards to **building external relationships**.
- * We will look for similarities and differences and develop our unified response.

The Flip Side

2-minute AQIP Update

* If you thought last fall semester was a busy one for you, consider the work of the Developmental Education Coordinating Team, which includes **Marcie Carter, Liz Dewey, Trisha O'Connor and Katrina Nichols**, under the leadership of **Mary Beth Looby**, director of Delta's Development Ed program.

* They organized a drive to collect school supplies for developmental students, began a List-Serv for students, attended a training conference to certify Delta's Developmental Ed program, were featured on a League for Innovation I-Stream and added an "Educator of the Month" feature to their Developmental Educator's website.

And that's not even the best part.

* The team won Delta's annual **Endowed Chair Award**. Their project is to initiate an integrated studies learning community for first semester developmental students that will combine classes with counseling services. They expect to offer the learning community in the fall.

* They also won a **\$14,000 College Mentoring Grant** from the U.S. Department of Education to travel to Skagit Valley College in Washington this month. They will observe Skagit's well-established, counseling-enhanced developmental learning community and work with their faculty, counselors and staff.

Looby said it will be a tremendous advantage for Delta to have an opportunity to be mentored by Skagit Valley College in the creation of the integrated-studies learning community.

* Here's one from the Gipper or in this case **Don Halog, the "A" Quipper**—
So much of what we do depends on what we want to accomplish and on the collaborative way we work with others to get there. Happy New Year!

Q & A

How is AQIP working at Delta?

What's so great about being in the AQIP program?

Halog: *As one who has been involved in our last three requests for accreditation, I take great satisfaction in knowing that, instead of preparing for accreditation every 10 years, AQIP allows us to focus on improving ourselves on a regular basis.*



Don Halog, Vice President of Instruction/ Learning Services

So it's really different from our earlier accreditation approach?

Halog: *Absolutely. The old self-study reports provided information on what we had done in the last 10 years. AQIP compels us to review not just what we have done, but to demonstrate that we are constantly taking steps to improve on, for example how we help students learn and how we support our institution.*

Would you say it's a culture change from what we were used to?

Halog: *Yes, if I may give you an analogy, AQIP is like being acutely conscious of and working conscientiously on our relationship to our parents, spouse or children. It's hard work because you have to spend a lot of time to ensure that these relationships are moving in the right direction.*

How do the nine AQIP committees fit into the process?

Halog: *In short, AQIP has identified nine categories (the ones featured on this newsletter's cover) in which we study systems and processes that interact and collectively identify effective colleges and universities.*

Can you be more specific?

Halog: *Sure. For example, Category Committee 1 deals with those systems that lend themselves to helping students learn, the principal reason for our existence. Category Committee 3 brings together those systems that demonstrate and substantiate our understanding of student and other stakeholders' needs.*

What is the biggest headache/frustration with the program?

Halog: *To bring about a culture change in which we regularly examine how we do things and how we can improve on our systems and processes is a big headache, but I think it will be worthwhile if only because the goal is to improve ourselves.*

About how many people college-wide are involved in AQIP in some way?

Halog: *I would say about 90 employees are directly involved. But every category committee has to work with others throughout the college. In effect, then, probably most of our employees are involved.*

MOST POPULAR NEW YEAR'S RESOLUTIONS



- Eat more healthy foods (at fast food restaurants, just kidding)
- Exercise on a regular basis (a great excuse to get some cool exercise clothes)
- Lose weight (ugh, that one again)
- Learn more about AQIP (just thought we'd slip this one in)