Top 5 Learnings

Words of Wisdom from Dr. Adena Williams Loston, President
St. Philip's College
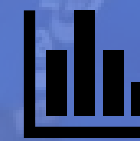
OVERVIEW SLIDE

Senior Leadership Buy-in

Annual Assessment

Use Comparative Data

Key Personnel Become Examiners

Focus on Key OFIs

Senior leadership buy-in is essential

The vision, values and strategies leaders define should help guide all of your organization's activities and decisions.

Importance of Senior Leaders

Organizational Culture

Integrate Baldrige broad principles into organizational practices

- Establish organizational values grounded in stakeholder beliefs and value systems
- Create an environment of trust and transparency
- Guide organization through systematic changes
- .Honor/celebrate employee and student (customer) success

Accountability

Establish leadership principles that integrate the concepts behind the vision and values

- Require accountability to the framework, continuous improvement and responding to rigorous application criteria
- Allow campus community to become beneficiaries of the Baldrige Core Values
- Manage/champion Baldrige related activities
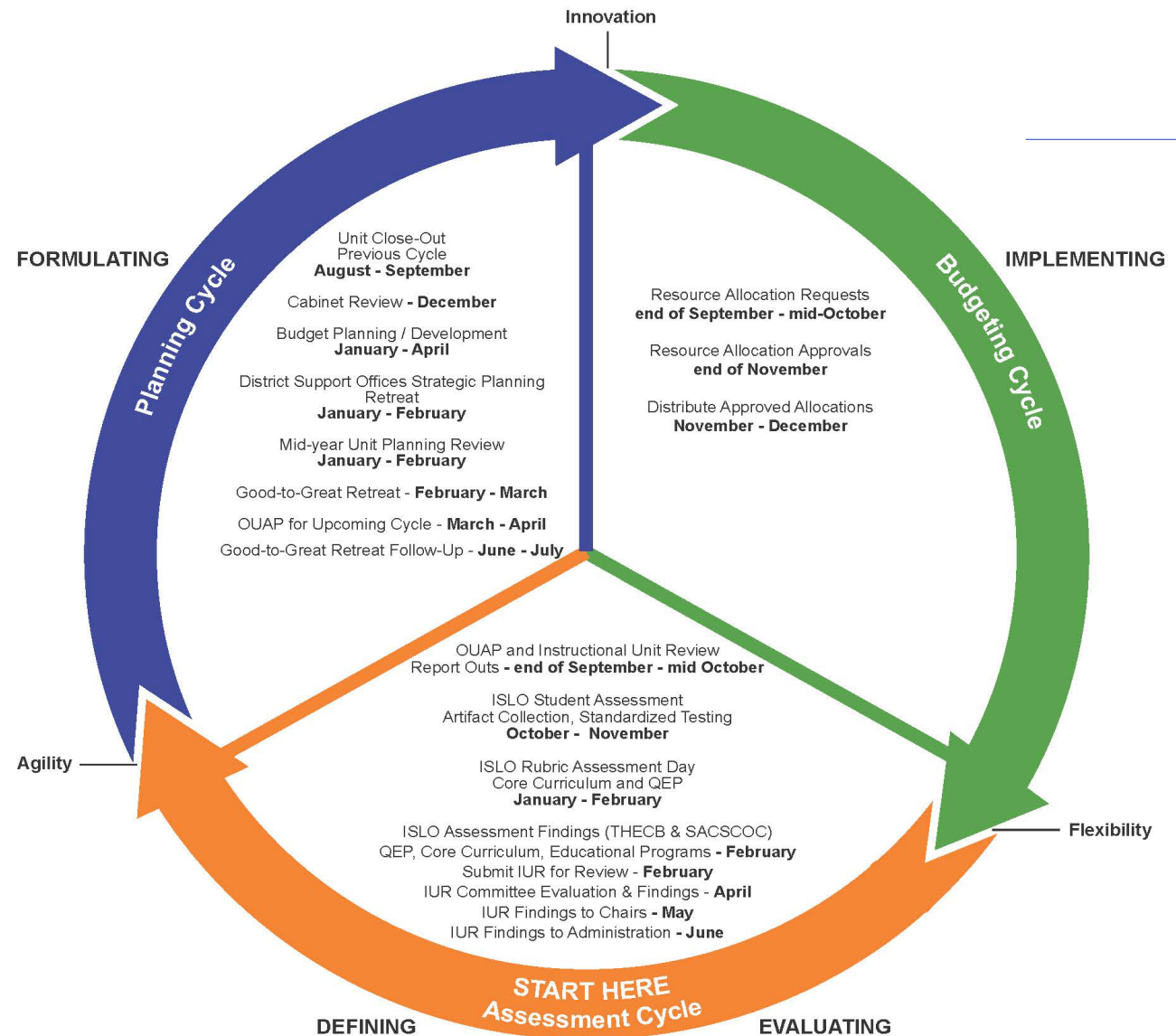
TAPE SITE VISIT PREPARATION SKIT
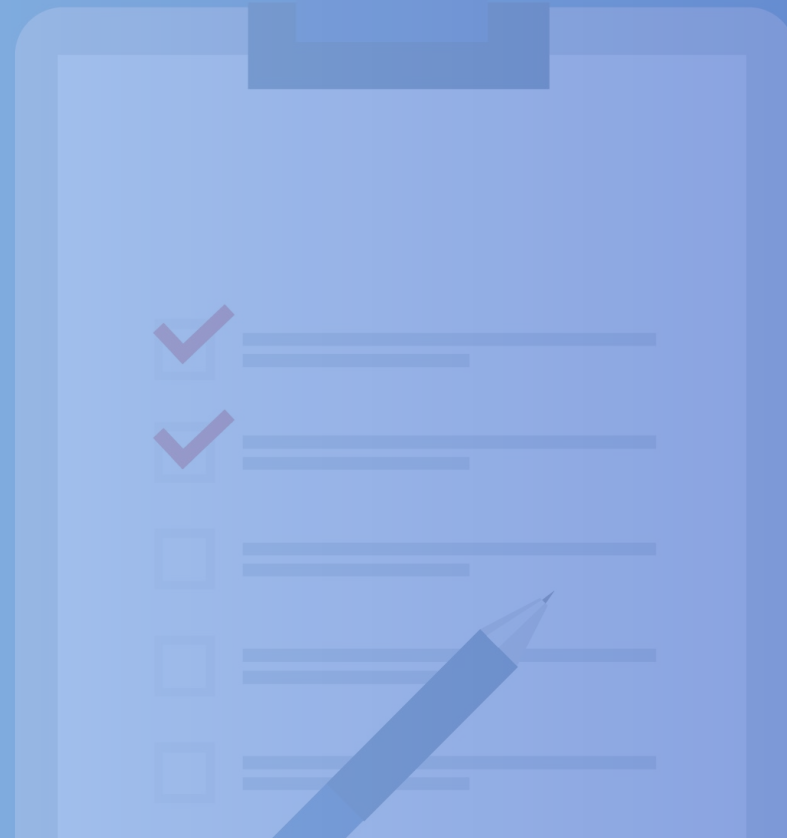
Engage in an annual assessment process

Evaluating the effectiveness of your learning and development system.

PLANNING, BUDGET & ASSESSMENT CYCLE

- Creates a focus on action
- Integrates strategic planning and operational unit planning
- Provides a timeline for assessment activities

Innovation

FORMULATING

Planning Cycle

Unit Close-Out
Previous Cycle
August - September

Cabinet Review - **December**

Budget Planning / Development
January - April

District Support Offices Strategic Planning
Retreat
January - February

Mid-year Unit Planning Review
January - February

Good-to-Great Retreat - **February - March**

OUAP for Upcoming Cycle - **March - April**

Good-to-Great Retreat Follow-Up - **June - July**

IMPLEMENTING

Budgeting Cycle

Resource Allocation Requests
end of September - mid-October

Resource Allocation Approvals
end of November

Distribute Approved Allocations
November - December

OUAP and Instructional Unit Review
Report Outs **- end of September - mid October**

ISLO Student Assessment
Artifact Collection, Standardized Testing
October - November

ISLO Rubric Assessment Day
Core Curriculum and QEP
January - February

ISLO Assessment Findings (THECB & SACSCOC)
QEP, Core Curriculum, Educational Programs **- February**
Submit IUR for Review - **February**
IUR Committee Evaluation & Findings - **April**
IUR Findings to Chairs **- May**
IUR Findings to Administration **- June**

Agility

Flexibility

START HERE
Assessment Cycle

DEFINING

EVALUATING

Integrate TAPE assessment into the performance improvement system

Incorporate feedback report in strategic planning activities

OFI Category Team reviews

St. Philip's College

REPORT OF THE BOARD OF EXAMINERS

Sustain the use of comparative data

When we see what others have, we know what is possible for ourselves.

Comparison Data

Benefits

Recognize growth patterns and trends

Develop achievable growth projections

Make important connections

Calibrate the organization against peer groups

Remember you can use inside industry, outside industry and competitive comparisons

Long-Term Strategy	Baseline	Results 2020	Change	SAC Comp
Increase Degrees/Certificates	1357	2,099	+54.7%	3,726
Improve Course Completion	93%	**92.3%**	-0.7%	91.5%
Improve PGR	80.5%	**83.1%**	+2.6%	78.8%
Improve Persistence	49.9%	55.3%	+5.4%	56.9%
Improve 3-Year Grad Rate	10.5%	**29.2%**	+18.7%	24.5%
Improve 4-Year Grad Rate	10.4%	**39.4%**	+29.0%	33.3%
Improve Acad Students Employed/Enrolled post-Grad	75%	**91.6%**	+16.6%	87.1%
Improve Tech Students Employed/Enrolled post-Grad	88.2%	**93.0%**	+4.8%	89.9%
Reduce High Risk Courses	12	**8**	-1.5%	11
Increase Noel-Levitz Sat	80%	84.0%	+4.0%	NDA
Increase CCSSE Recommend	93.9%	**96.7%**	+2.8%	95.8
Increase Overall Climate Score	3.67	**4.09**	+11.4%	3.84
Increase Ethical Environment	3.18	**3.82**	+.64%	3.43
Improve Enrollment	20.7K	26.7K	+29.2%	37.9K
Improve Total Revenue	$39.1M	$48.5	+24.1%	$66.2

Encourage key personnel to become state examiners

They will be organizational coaches that have a working knowledge of the Baldrige framework and the critical eye to identify critical linkages for your application.

Having Examiners on the Team

Organizational Benefits

- Opportunity for professional development
- Develop assessment and analytical skills
- Opportunity to implement innovative approaches utilized by leading organizations (best practices)
- Insight on how to improve organizational processes as they relate to the criteria
- Application of the Baldrige criteria and the critical linkages across the organization

Personal Benefits

- Engage in networking opportunities with people in various industries
- Opportunity for personal growth
- Potential career progression
  - Progressive leadership assignments (Backup Team Leader, Team Leader, Process Coach, and Judge)
- Invaluable career experiences

Strategically focus on key theme OFIs

Identify any themes among the OFIs and prioritize them against your core business processes and strategic direction.

Segment OFIs

Real OFIs

OFIs that identify a real issue within organizational operations that need to addressed if the organization is to succeed in its performance-improvement journey.

SPC examples:

- Number of KPIs

- Refine annual planning cycle

- Systematic approach to organizational learning

Application OFIs

OFIs resulting from inadequate explanation in the application. Common examples:

- No indication of the deployment of a process

- No customer satisfaction comparison information in the result section

- Not addressing strategic challenges listed in the profile within the narrative

Project Management Framework

OFI Category Teams

- Develop action plans to resolve OFIs
  - Who is responsible
  - What will they do and What resources are needed
  - When are monitoring and completion dates
- Implement the action plans
- Monitor progress

CATEGORY 4 (Measurement, Analysis and Knowledge Management): OFI Implementation Plan

Opportunity for Improvement (OFI)	Priority: Short Term / Long Term	Action Items	Timeline
4.1 Develop and deploy a comment/feedback web form via SPC quick links and other predetermined web locations to capture the voice of our customers or non-student complaints to support organizational innovation to address continuous improvement.	Short Term	Develop Feedback online form to hear the voice from our customers	**May 2016** Present proposed plan to leadership for review and feedback **June- July 2016** • Incorporate feedback changes • finalize the necessary fields on the webpage • Schedule meetings with the various Divisions • College Services develop and deploy a WIG to help market throughout the campus community. **August 2016-** • Digital signage promote and market • Go live on SPC webpage **COMPLETE**
4.1 Develop and deploy a comment/feedback web form via SPC quick links and other predetermined web locations to capture the voice of our customers or non-student complaints to support organizational innovation to address continuous improvement.	Long Term	• Request quarterly feedback • Manage Feedback, comments, complaints and concerns within an Administrative Management Console by referencing ticket number for closure and reply / comments to customer.	• Trend Analysis for improved processes • Present at Good-To-Great Retreat for PBA cycle consideration. **ONGOING**

Senior leaders champion each team

THANK YOU!

Excellence is a journey. Discipline is the vehicle.

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