

Develop and Implement an Evidence-based Culture of Continuous Quality Improvement  
**The Action Project Commitment Declaration**

Institution: Lakeland Community College

Planned project kickoff date: February 3, 2011

Target project completion date: (the date you plan to complete the project): Spring 2013

Actual project completion date: (default is the date you retire the project, but you can specify a different date)

A. Give this Action Project a short title in 10 words or fewer.

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B. Describe this Action Project's goal in 100 words or fewer.

*You don't need to explain how you are going to accomplish the project's goals, but the clearer and more explicit the purposes are to you, the more likely you are to mount a successful project.*

This project will formalize our processes for division and departmental planning and reporting of results. Processes will include the development of mission statements, goals and plans, assessment measures, data collection, and plans for continuous improvement. In order to accomplish this, we will train and mobilize facilitators to assist departments with the process, we will work toward embedding improvement strategies in the organizational structure, and we will track and review all work in Lakeland's Progress Center. Through these efforts we hope to foster a culture of continuous improvement. Ultimately, our goal is to have 100% of all the divisions and departments pursuing ongoing continuous improvement projects in their areas.

C. Identify the single AQIP Category that this Action Project will most affect or impact.

*Identifying the primary AQIP Category will allow colleagues from other institutions who are searching for projects that interest them to find yours. Making clear which of the nine AQIP Categories is most related to the goals of your project will help you and others with similar interests to communicate.*

Category 8: Planning Continuous Improvement

D. Describe briefly your institution's reasons for taking on this Action Project now — why the project and its goals are high among your current priorities.

This project addresses priorities in Lakeland's Strategic Plan and the AQIP Systems Portfolio Feedback Report.

E. List the organizational areas — institutional departments, programs, divisions, or units — most affected by or involved in this Action Project.

*List the academic units, departments, or organizational areas that will be directly or indirectly*

*affected by the project, or whose needs may influence the way the project is conceived.*

All areas of the college will be impacted by this project.

F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve.

*Some key processes have commonly used names (hiring, personnel evaluation, course preparation, program design, budgeting, planning, etc.) while others may require unique designations and descriptions.*

Planning

Budgeting

Curriculum

Personnel evaluation

Implementation and evaluation of Strategic Plan

Institution and program-specific accreditations

G. Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion).

*If you plan for this project to last longer than one year, identify the goals you hope to reach at one or more interim phases as you work on the project. Establishing “mileposts” that mark progress toward your ultimate goal is equally useful for projects of shorter duration as well, but not required. These interim goals or mileposts should be objective measures or indicators that “stretch” or challenge your capacities and thereby build and extend your institution’s skills in tackling and solving problems.*

Spring 2013 completion

H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing.

*Your Action Projects are important, and deserve a central place in your institution’s attention. Explain how you plan to keep everyone focused on what you are working to achieve.*

The team will develop an action plan with objectives, responsibilities, and due dates. The team will report progress to the Planning Advisory Council (PAC). The PAC will report progress to the campus community.

I. Describe the overall “outcome” measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals.

*Process measures tell you whether you are making progress toward accomplishing the project’s goals, and serve as “leading indicators” or predictors of a successful project.*

*Outcomes measures tell you whether the project has actually accomplished the goals or purposes that led you to undertake it, measuring whether it was successful when completed.*

We will be able to determine the success of the project by quantifying the number of people and departments participating in the goal-setting processes, identifying outcome measures, and collecting data. Specifically, we will be able to use Lakeland’s Progress Center to track the number of departments with the following:

- mission statements
- goals and plans
- assessment measures
- data
- plans for continuous improvement

In addition to these measures, evidence of the integration of the college's planning and budgeting processes will be an indicator of our success (e.g., requests for additional funds are backed up by data and incorporated into departmental plans for continuous improvement).

The Assessment Council and the PAC's Strategic Planning Committee will provide additional input to help determine success.

Our goal will be to have 100% of all divisions and departments involved in ongoing continuous improvement in their areas.

J. Other information (e.g., publicity, sponsor or champion, external partners, etc.)

K. Project Leader and contact person (First Name, Middle Initial, Last name, Title, Email, Telephone)

*Supply the name and contact information for the project manager or leader of the project team above, an employee of your institution who will be directly responsible for the work of doing this Action Project. Each of your Action Projects should have a different contact person. If the person with this responsibility changes, you should update the Action Project information on AQIP's Action Project Directory.*

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