

## AQIP QUALITY CHECK-UP VISIT SEPTEMBER 23-25, 2009

### Overall Objectives of Visit:

- Celebrate Butler's successes in continuous quality improvement
  - *By the end of the visit, Butler employees will have noted and celebrated the advances we've made in continuous improvement since joining AQIP in 2004.*
- Engage faculty, staff and students in discussions about Butler's quality journey
  - *By the end of the visit, faculty and staff will have engaged in helpful discussions about their role in advancing continuous improvement at Butler, and students will have engaged in helpful discussions about Butler's effectiveness in promoting learning.*
- Confirm Butler's compliance with federal regulations.
  - *By the end of the visit, the College and AQIP Quality Check-Up Team will affirm that the college has no major compliance issues.*

### Overall Framework for Visit

The AQIP Quality Check-Up is a formative evaluation – an opportunity to consult with a visiting team about where we are on our continuous improvement journey, how we can accelerate our journey and maximize the results we get from our improvement strategies. As an AQIP institution, we have defined a formal approach to continuous quality improvement. Our approach is the Integrated Planning and Resource Allocation (IPRA) process and our Strategic Planning Framework, which defines our Strategic Priorities, Strategic Goals, and our key performance indicators. IPRA is a holistic management model that defines the context and mechanism for continuous improvement. The college administration expects the mechanics of IPRA to be transparent to most employees, intending them to focus on applying the tools of IPRA their own areas of work. As the AQIP team visits with Butler faculty, staff and students, it is reasonable to expect knowledge of IPRA will vary by employee, as explained below:

### **IPRA Management Team**

These employees are directly involved in the development and management of the IPRA process. The team has been reorganized and expanded this semester, so some members will have greater expertise in IPRA than others. Generally, team members would know about the key components of IPRA:

- Planning and resource allocation processes that target opportunities for continuous improvement in areas most critical to Butler's Strategic Priorities.
- Institutional, unit-level and employee development that creates stronger alignment of day-to-day activities with our Strategic Priorities and stronger integration across units.
- Implementation of strategic initiatives and unit improvement goals specifically intended to change institutional practices to strengthen our capacity to advance our Strategic Priorities.

## **Employees**

Employees as a group should have a more practical, applied understanding of the IPRA principles – and may not know that what they are doing is “IPRA.” In our quality journey, employees should have an increasing awareness and understanding of how their jobs contribute to advancing our Strategic Priorities, how their actions impact the work of others, and how important it is to evaluate their performance against defined standards, identify “gaps” and take action to implement improvements. Continuous improvement has a “learning curve,” and so employees also should ultimately be able to define what skills or abilities they need to do their jobs better and engage in professional development.

The quality tools employees will be most familiar with are definition of unit mission and key processes, process description (mapping) and deployment, development of process metrics, and to a lesser extent process benchmarking. Some units have engaged in improvement planning, using a formal IPRA process, and so employees in those units will have had some exposure to such tools as root-cause analysis, performance gap analysis, and goal-setting. However, unit improvement planning as a part of IPRA will not be introduced to the college as a whole until spring 2010. Employees in non-instructional units should be aware of a process in their areas that has been mapped and discussed, if not also measured. Many faculty and staff also have had experience in developing and managing action projects or in implementing specific project tasks. These employees are members of project teams responsible for achieving the intended outcomes of our current Strategic Goals (many of which we have also identified as AQIP Action Projects). Those employees will be able to talk about how we have organized ourselves to achieve improvements in such areas as student learning and engagement, workforce development, facilities enhancement, and campus safety. They can also discuss what we have accomplished in these areas. The faculty as a group would be most aware of continuous improvement efforts in general education (PACT outcomes), curriculum development, assessment and student engagement. Many faculty in our technical education programs also have had direct experience in program planning and program review.

## **Students/Other Stakeholders**

Our students and other key stakeholders (business and industry, employees, regional communities, taxpayers) participate in IPRA by giving us feedback through such formal avenues as surveys, focus groups, or the student complaint process. They also provide feedback in more informal interactions with faculty and staff. For the most part, however, “IPRA” or “continuous improvement” is transparent to our stakeholders – but they should be aware of the benefits we can create for them through these mechanisms – since an important concept of IPRA is that we engage in continuous improvement and planning to improve our capacity to create *intended value* for our stakeholders. For students, that value includes positive learning experiences in the form of meaningful, engaging relationships with faculty and with other students, developing a sense of community and belonging at Butler, and evidence that their skills and abilities have improved. All of our stakeholders also should have a sense that Butler listens to and responds to their learning-related needs and expectations. The value we provide for business and industry and employers is a trained workforce; for communities an improved quality of life, and for taxpayers a return on their investment.

**AQIP QUALITY CHECK-UP AGENDA**

<b>DATE</b>	<b>TIME &amp; LOCATION</b>	<b>EVENT &amp; ATTENDEES</b>	<b>OBJECTIVES</b>	<b>NOTES</b>
Sept. 23, 2009	Noon to 1 p.m. Butler of Andover Grizzly Den	Kick-off Luncheon w/AQIP Quality Check-Up Team (Trustees, Exec. Council, Gene George, Phil Speary)	Affirm visit agenda Get acquainted Set a celebratory tone for visit	
Sept. 23, 2009	1 to 2 p.m. Butler of Andover Student Life Center Conference Room	Systems Portfolio Verification & Appraisal Review (AQIP team with Exec Council, Gene George, Phil Speary),	Discuss Butler's approach to the Portfolio and response to Systems Appraisal; discuss in greater detail Butler's assessment program	Framing questions: <ol style="list-style-type: none"> <li>1. How did the college engage internal stakeholders in the creation of the Portfolio?</li> <li>2. How did the college respond to and capitalize on the Systems Appraisal?</li> <li>3. What measures are being used to assess learning and what are the results relative to PACT and other career courses? (1P18, 1R1)</li> </ol>
Sept. 23, 2009	2 to 3 p.m. Butler of Andover Grizzly Den	Meeting with Student Leaders (AQIP team, student government and organization leaders)	Discuss Butler's quality journey from a student perspective	Framing questions: <ol style="list-style-type: none"> <li>1. What do you as students need to succeed in college?</li> <li>2. What is Butler doing to meet your needs?</li> <li>3. How does Butler engage students in the learning process inside the classroom?</li> <li>4. How does Butler facilitate learning outside the classroom?</li> </ol>

Sept. 23, 2009	3 to 4 p.m. Butler of Andover Grizzly Den	Meeting with faculty & staff (AQIP team, faculty and staff)	Discuss Butler's quality journey from an employee perspective	Framing questions: <ol style="list-style-type: none"> <li>1. What do you see as your role in continuous improvement at Butler?</li> <li>2. (For faculty) How are you personally involved in trying to improve student learning and increase student success?</li> <li>3. (For staff) What do you see as your role in supporting the college's mission and what are you doing to help Butler become more effective?</li> </ol>
Sept. 23, 2009	4:30 to 5:30 p.m. Butler of Andover Grizzly Den	Welcome Reception (AQIP team, employees, Butler County USD and local government representatives, community members)	Meet Butler employees and stakeholders in an informal setting to discuss the perceived value Butler adds for stakeholders	Framing question: <ul style="list-style-type: none"> <li>• What value does Butler provide through its various campus locations, programs and services?</li> </ul>
Sept. 23, 2009	6:30 to 8 p.m.	Dinner with Butler Board of Trustees Butler of El Dorado Purple Room	Discuss board's role to discuss its level of commitment to and engagement in the continuous improvement of Butler	Framing questions: <ol style="list-style-type: none"> <li>1. What is the Board's level of understanding of IPRA?</li> <li>2. What is the Board's engagement in strategic planning?</li> <li>3. How does the Board connect with its constituents?</li> </ol>
<b>Sept. 24, 2009</b>	7:30 to 8:30 a.m. Butler of El Dorado Kansas Room	Breakfast reception (AQIP team, faculty, staff, administration)	Meet Butler employees and stakeholders in an informal setting to discuss the perceived value Butler adds for its	Framing question: <ul style="list-style-type: none"> <li>• What value does Butler provide through its various campus locations, programs and services?</li> </ul>

			stakeholders	
Sept. 24, 2009	9 to 11:30 a.m. Butler of El Dorado Purple Room	Systems Portfolio, Appraisal Review, Federal Compliance Review (AQIP team with Exec Council, Gene George, Phil Speary, Karen Gelvin, dean of student life - <b><i>note: other staff may be asked to attend depending on what questions the AQIP team has relative to federal compliance</i></b> )	Complete Federal Compliance Review; Discuss in greater detail Butler's process for engaging stakeholders in feedback process and for responding to student complaints	Framing questions: <ol style="list-style-type: none"> <li>1. What are the processes the college follows relative to student and stakeholder complaints? (3P6)</li> <li>2. What measures are used to evaluate stakeholder satisfaction and how are the data used in the college's improvement efforts? (3R1)</li> <li>3. What role does the college want stakeholders to play in shaping its programs and services?</li> <li>4. What challenges does Butler face in developing deeper relationships with its key stakeholders?</li> </ol>
Sept. 24, 2009	11:30 a.m. to noon Butler of El Dorado Purple Room	AQIP team and Butler Student Life Team	Engage Student Life Team in discussion about its role in continuous improvement.	Framing questions: <ol style="list-style-type: none"> <li>1. What's your vision for student life at Butler?</li> <li>2. How can you build upon what's been done to date?</li> <li>3. How can student life contribute to student success at Butler?</li> <li>4. What's your plan to institutionalize change that can help you realize your vision?</li> </ol>
Sept. 24, 2009	Noon to 12:30 p.m. Butler of El Dorado Purple Room	Lunch with operational staff (AQIP Team and op staff representatives)	Engage operational staff in discussion about its role in continuous improvement.	Framing questions: <ol style="list-style-type: none"> <li>1. How do you contribute to the college's goals, Learning College Principles and Timeless Institutional values to ensure student success?</li> </ol>

				2. What institutional changes would enable you to be more effective in contributing to continuous improvement?
Sept. 24, 2009	12:30 to 12:45 p.m.	BREAK		
Sept. 24, 2009	12:45 to 1:45 p.m. Butler of El Dorado Purple Room	AQIP team, IPRA Management Team & Foundations of Excellence Steering Committee	Discuss 1) Butler's approach to continuous quality improvement; 2) the current state of IPRA; 3) Plans to expand and continuously improve IPRA	Framing questions: 1. What does the IPRA management team do? What does the FOE Steering Committee do? 2. What is the relationship between IPRA and FOE? 3. What do the IPRA and FOE teams hope to accomplish? 4. To what extent have college employees bought in on the concept of continuous quality improvement through IPRA and its tools? How do you know? 5. Overall, how is the IPRA model supposed to function? Is it working? 6. How does IPRA serve the planning needs of the institution on a day-to-day basis? (6P4) 7. Has the college defined assessment tools relative to the effectiveness of the IPRA model? (8R1)
Sept. 24, 2009	1:45 to 2:30 p.m. Butler of El Dorado Purple Room	Administrative Council representatives & AQIP team	Discuss Butler's quality initiatives from the perspective of middle management	Framing questions: 1. How do college processes serve the planning needs of the institution on a day-to- day basis? (6P4) 2. How is unit performance assessed and reviewed? (2P4) 3. How are data used in determining the

				<p>stakeholder value of non-instructional units? (2R3)</p> <p>4. Does the college have a system for selecting, managing and distributing performance data for non-instructional programs? (7P2)</p> <p>5. What have you done with the development and deployment of unit missions, key processes and performance metrics? With benchmarking?</p>
Sept. 24, 2009	2:30 to 3 p.m. Butler of El Dorado Purple Room	AQIP Team and Executive Council, HR, Marketing, deans, and student services directors, director of faculty development	Employee engagement, motivation and development	<p>Framing questions:</p> <ol style="list-style-type: none"> <li>1. What are the challenges Butler faces in gaining greater employee engagement in continuous quality improvement?</li> <li>2. What are our strategies to improve employee engagement?</li> <li>3. How do we determine key issues relative to employee motivation?</li> <li>4. How do we train employees on an ongoing basis?</li> </ol>
Sept. 24, 2009	3 to 3:30 p.m. Butler of El Dorado Purple Room	AQIP Team and Student Leaders	Discuss Butler's quality journey from a student perspective	<p>Framing questions:</p> <ol style="list-style-type: none"> <li>1. What do you as students need to succeed in college?</li> <li>2. What is Butler doing to meet your needs?</li> <li>3. How does Butler engage students in the learning process within the classroom?</li> <li>4. How does Butler facilitate learning outside the</li> </ol>

				classroom?
Sept. 24, 2009	3:30 to 4:15 p.m. Butler of El Dorado Purple Room	AQIP team and lead faculty	Discuss Butler's quality journey from perspective of lead instructors	Framing questions: 1. What do you see as your role in continuous improvement at Butler? 2. How are you personally involved in trying to improve student learning and increase student success?
Sept. 24, 2009	4:15 to 5:00 p.m. Butler of El Dorado Purple Room	AQIP team and Title III project leaders		Framing questions: 1. What are the college's Title III action plans? 2. What are you hoping to achieve from Title III in terms of student success?
<b>Sept. 25, 2009</b>	8 to 11 a.m. Butler of El Dorado Purple Room	Follow-up meetings as necessary		
Sept. 25, 2009	11 a.m. to noon Butler of El Dorado Purple Room	Debriefing with Executive Council, IPRA Management Team, Foundations of Excellence steering team and AQIP team (light lunch)	Formal exit interview	
Sept. 25, 2009	Noon to 1 p.m. Butler of El Dorado Kansas Room	Closing meeting (AQIP team and all interested faculty, staff and students)	Public summary of team's findings	