



Continuous Quality Improvement

1. Stakeholders

Involve both internal and external stakeholders in SCC practices and decision-making processes when appropriate. Stakeholders include:

- Students
- Coworkers within a department
- Other SCC Departments
- SCC Communities
- SCC Area K-12 Schools
- Advisory Committees
- SCC Area Employers

2. Teamwork

Broad-based involvement on campus by faculty, staff, administrators and students support better decisions, empowers individuals by engaging them in the decision-making process, and strengthens ownership of systems, activities and initiatives. Individuals can become involved at SCC in many ways, including:

- Existing Committees
- Action Project Teams
- Collaborative work between units on campus
- Participating in and leading training initiatives

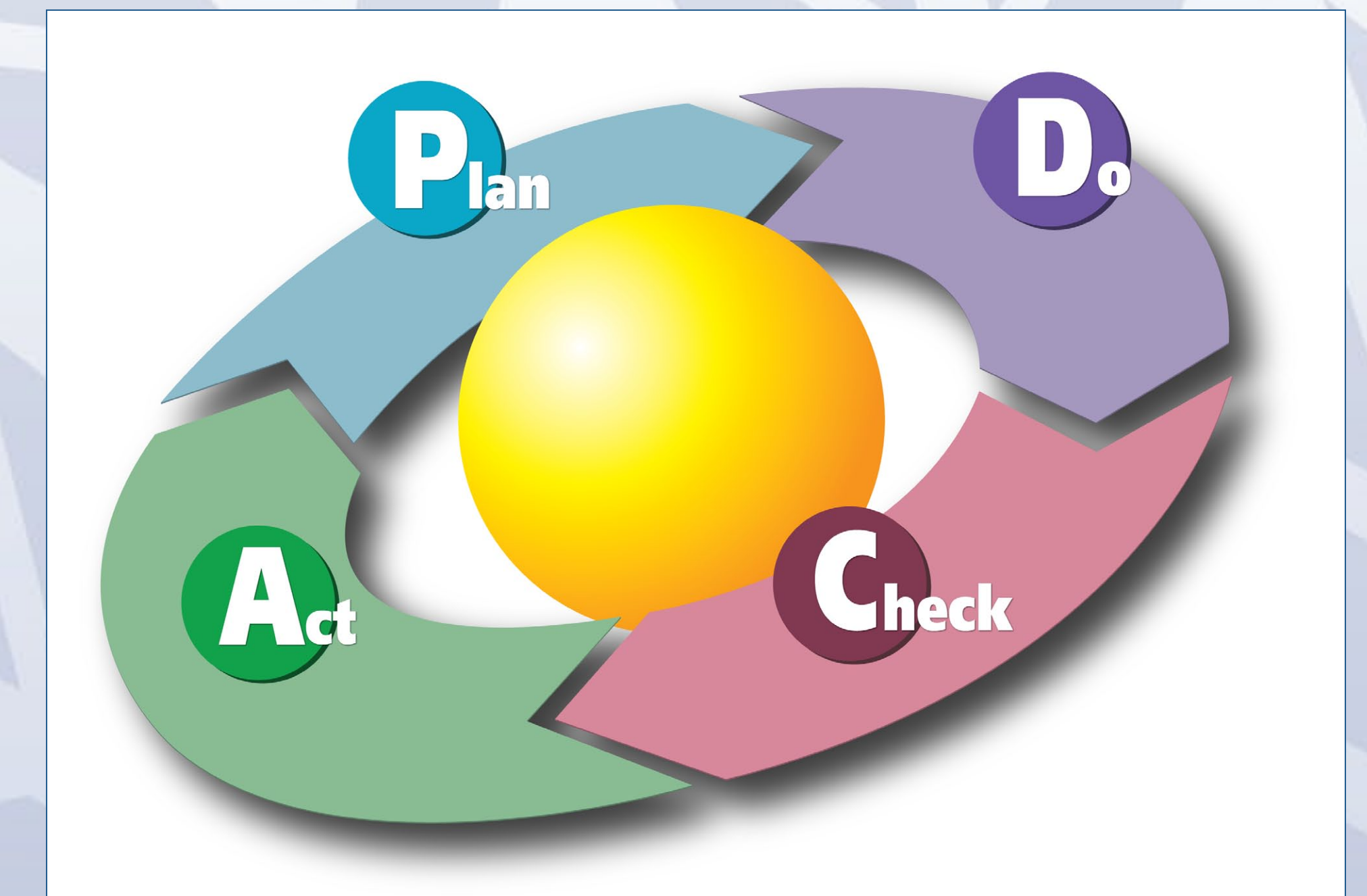


Four Basic Principles of Continuous Quality Improvement



Change is Good!

3. Continuous Improvement



- **Plan:** Identify & analyze the problem
- **Do:** Develop, test & retest a potential solution
- **Check:** Measure the effectiveness of the test solution
- **Act:** Implement the improved solution

4. Data and Team Knowledge

Use all available data and team knowledge to support change.

- Strategic Planning
- Key Performance Indicators
- Student Retention Data
- New Advising Model
- Institutional Survey Data