Continuous Improvement @ Channel Islands

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Agenda

Why

Compliance Doesn't Work

Continuous Improvement Framework
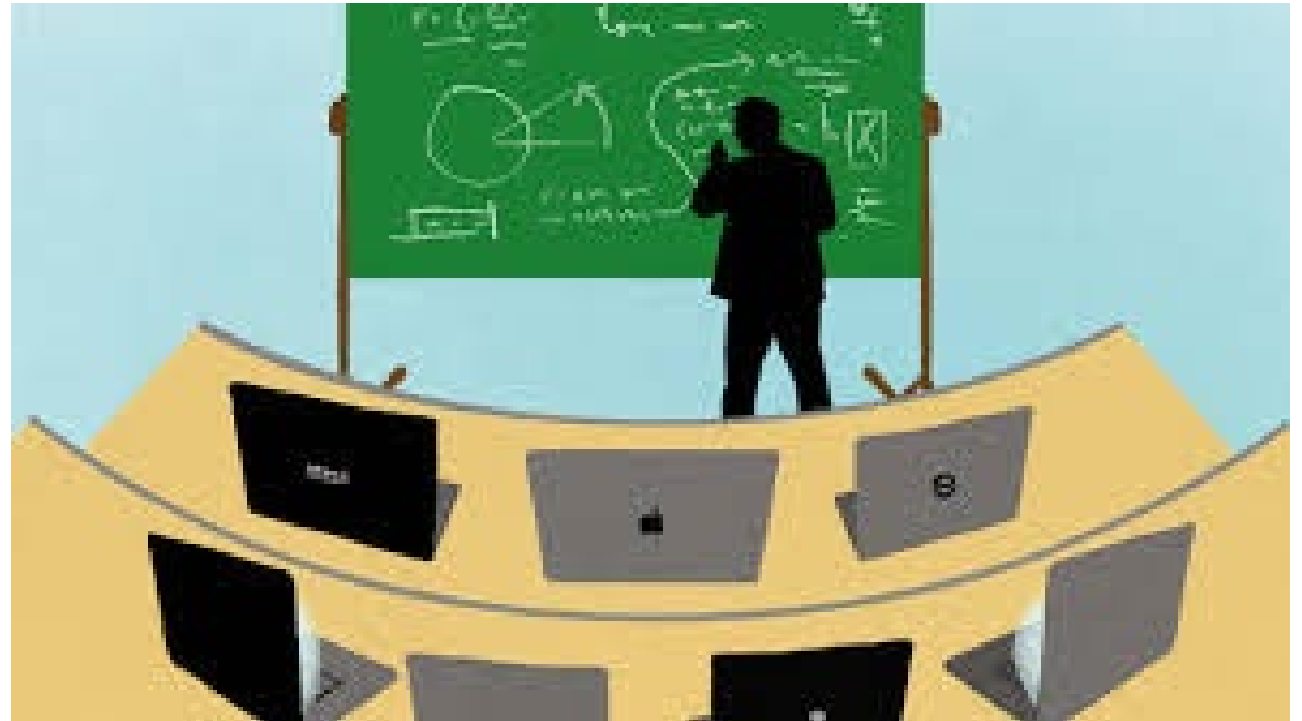
Questions

Break

What is WSCUC

What is TPR

Key takeaways

Call to action

WHY

Placing students at the center of the educational experience, California State University Channel Islands provides undergraduate and graduate education that facilitates learning within and across disciplines through integrative approaches, emphasizes experiential and service learning, and graduates students with multicultural and international perspectives.

Our mission is about students, not about compliance

Primary focus on adherence and violations rather that learning and success.

Results in box-checking, not engagement and discussion – alienates faculty, staff, and students.

Includes:
- Roles & responsibilities
- Governing legislation
- Processes to identify new compliance obligations & relevant controls
- Systems to manage compliance oversight
- Processes for internal & external testing and review

Compliance POLICY

Compliance PLAN

Includes:
- Table summary of compliance obligations for each relevant legislation
- Tables include: risk of non-compliance, obligation owner, associated controls, review/attestation frequency

Includes:
- Granular listing of all relevant compliance obligations
- For each obligation: risk of non-compliance, obligation owner, associated controls, review/attestation frequency

Compliance REGISTER

Includes:
- Key compliance tasks to be completed on a routine basis each calendar year
- May be limited to regulatory reporting activities or also include internally driven compliance activities

Compliance CALENDAR

Compliance Framework Doesn't Get the Job Done

Process improvement = *leveraging data (evidence) and primary focus on the findings about the quality of learning that assessment generates.*

Craig Mapp

Continuous Improvement

Ongoing improvement through incremental (over time) and breakthrough (all at once) improvements as a result of implemented changes..

Iterative and designed to identify, analyze, and improve existing processes or outcomes.

Closing the Loop

ARTICULATE
what the problem or
opportunity is

GATHER
information/data to quantify
the extent of the problem

ASSESS
any improvement effort
if they are successful or not

DEFINE
what the success metrics are

EXECUTE
your solution Into a much
larger-scale environment

ADJUST
your solution approach
and re-test it again if needed

PLAN

DO

**Continuous
Improvement**

ACT

CHECK

TEST
each solution in a
small-scale
project or environment

TRACK
data based on the success
metrics

ANALYZE
the aftermath of the
experiment

ASSESS
each solution's viability and
effectiveness

REVIEW
how the results go against
the success metrics

HIGHLIGHT
any issues that appeared
during the experiment

Questions & Break

What is WSCUC?

Our accreditor

aids institutions in developing and sustaining effective educational programs and assures the educational community and the general public that an accredited institution has met high standards of quality and effectiveness.

WSCUC developed the Thematic Pathway for Reaffirmation, or TPR, as an alternate pathway for reaffirmation for eligible institutions that demonstrate consistent evidence of a healthy fiscal condition, strong student achievement indicators, and sustained quality performance.

Encourages institutions to be creative, to build on processes already in place, and to focus on a limited number of key issues that can be addressed in depth. This process is intended to promote significant engagement and improvement among faculty, staff, and administrators. CSUCI's theme establishes a framework for connecting its mission and priorities with the WSCUC Core Commitments, Standards of Accreditation, and Criteria for Review.

Brechas por Cerrar/Escaleras por Construir

CSUCI's three priorities: 1) Academic Quality & Student-Centered Infrastructure, 2) Student Services, Support, & Development, and 3) Diversity, Equity, Inclusion, & Accessibility (DEIA) are directly informed by the quantitative and qualitative data collection efforts.

New 2022 Standards

CSUCI Site Visit: Spring 2024

ONE YEAR AWAY

Key takeaways

We assess to honor CSUCI's mission

"WSCUC says" doesn't fit our why

Continuous Improvement Framework being adopted and implemented so we can close the loop!

TPR is underway, have our themes, WSCUC is coming in Spring 2024

Call to Action

What are you doing to support CSUCI's CI@CI mission?

Is that work connected to assessment, program review, TPR and associated offices?

Are you talking about it with your colleagues regularly? Is it iterative and used to improvement?

See Spring 2023 schedule of events and attend. Bring a friend or two!