

FIVE DIMENSIONS OF QUALITY

An Overview and Application of Linda Suskie's New Book

MAIR 2015



FOREWORD BY
STAN IKENBERRY

FIVE DIMENSIONS OF QUALITY



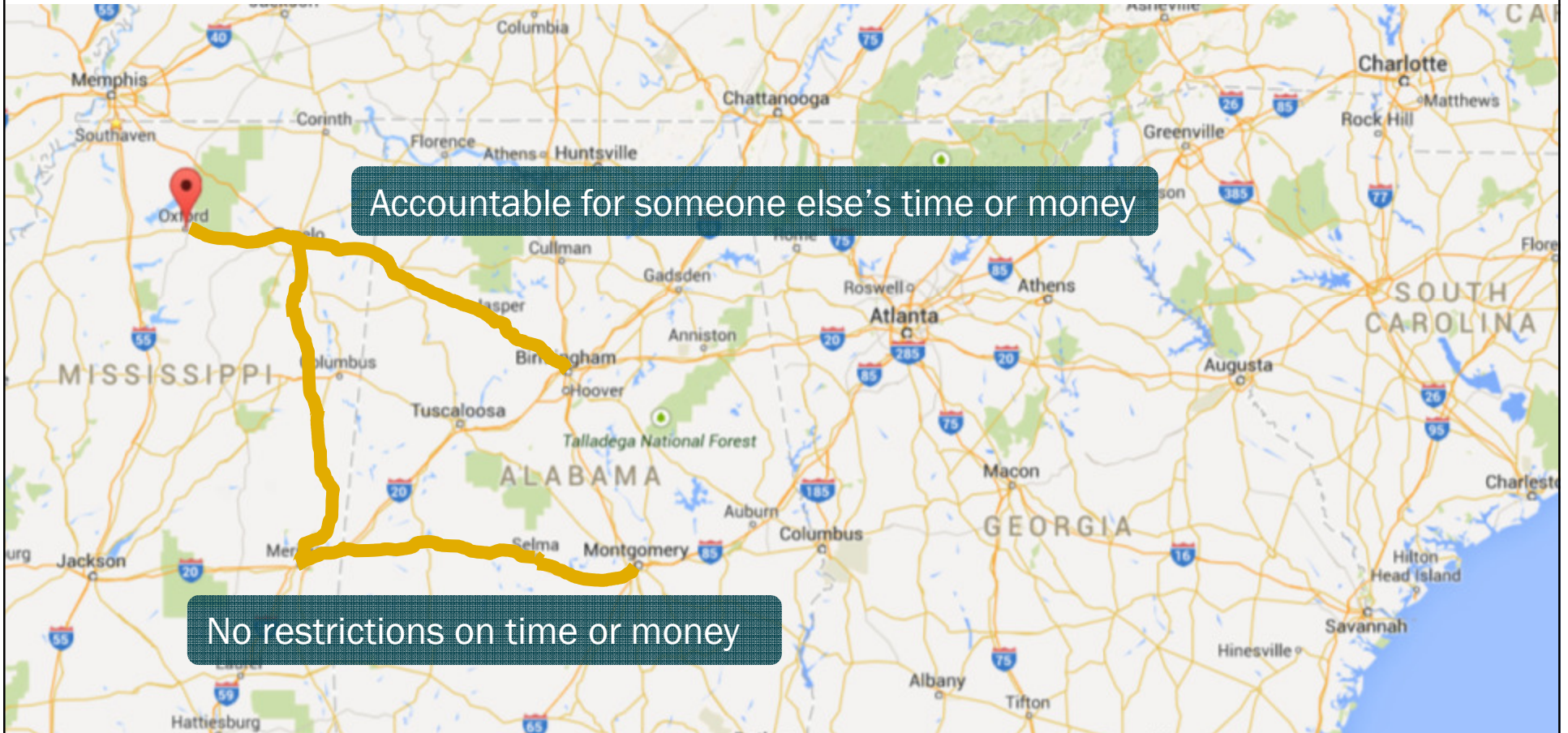
A COMMON SENSE GUIDE TO
ACCREDITATION AND
ACCOUNTABILITY

LINDA
SUSKIE



WILEY-BLASS
Publishers

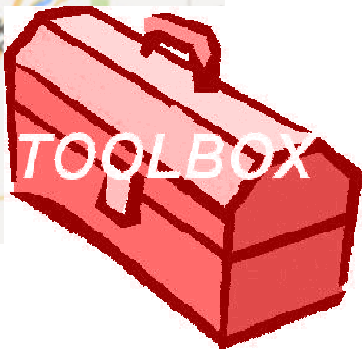
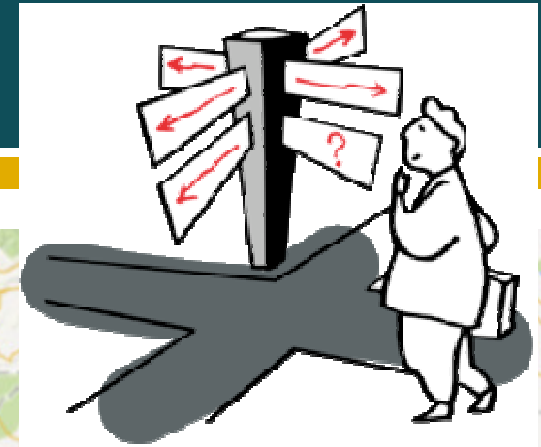
ROAD TRIP!



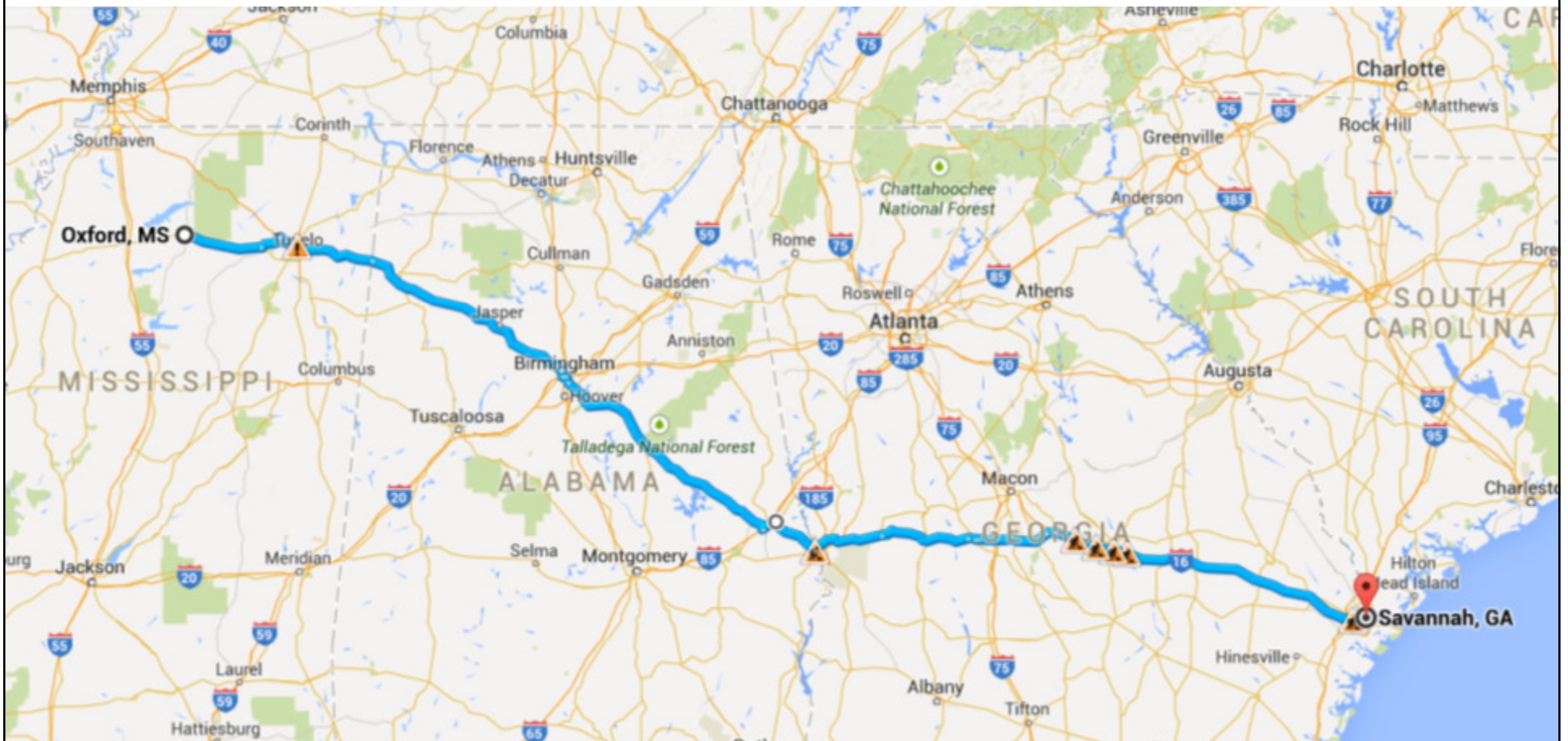
Accountable for someone else's time or money

No restrictions on time or money

ROAD TRIP!



ROAD TRIP!

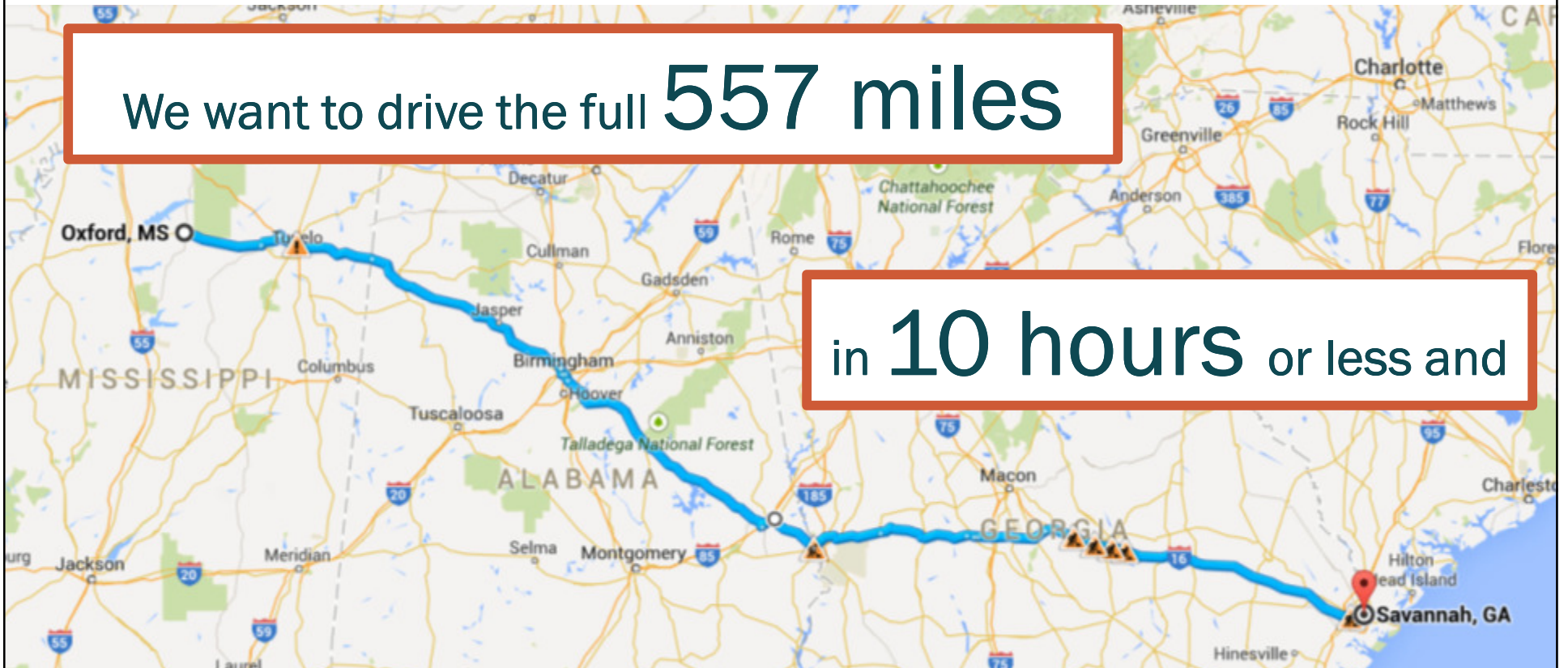


ROAD TRIP!

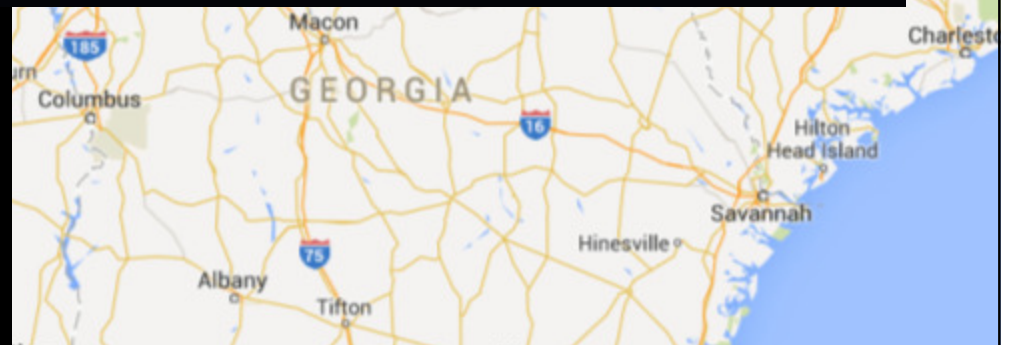
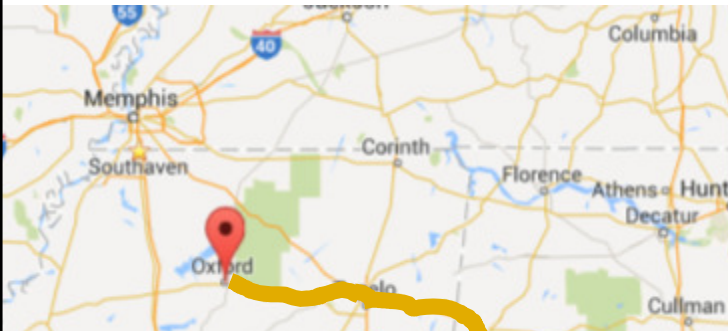
We want to drive the full **557 miles**

in **10 hours** or less and

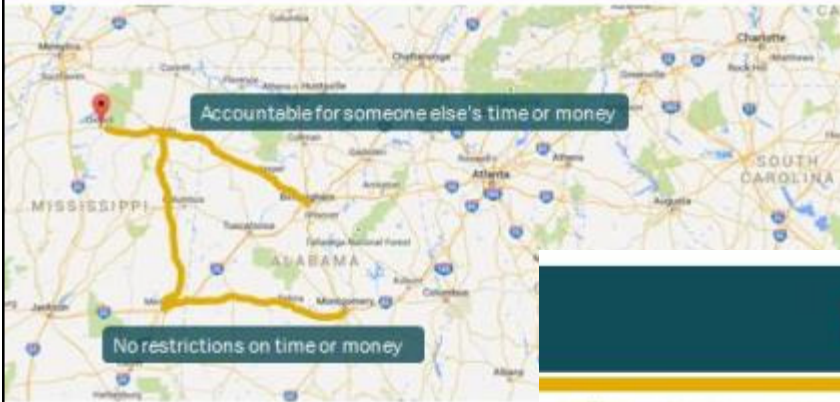
spend no more than **\$150** on gas, meals, & snacks.



ROAD TRIP!



ROAD TRIP!



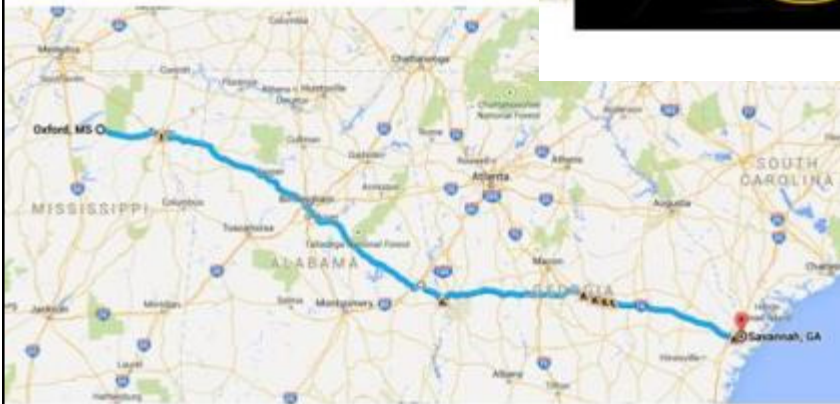
ROAD TRIP!



ROAD TRIP!



ROAD TRIP!



ROAD TRIP!



Roadblocks



- ◆ Reputation
- ◆ Funding
- ◆ Past Experience
- ◆ Internal & External Controls

A Culture of RELEVANCE



Status Check

Expected goals clearly are articulated and relevant to students and other stakeholders.

No plans

No
evidence

Nascent

Some

Most

Pervasive

A Culture of COMMUNITY

“Change is a people
process”

Robert Delprino

- ∞ How can our faculty help?
- ∞ How can our students help?
- ∞ How can we keep the conversation going?

Philosophy of Mind

Cognitive
Science



Human
Nature



Status Check

Processes to collect and use evidence have sufficient engagement, momentum, and simplicity to assure that the cultures of evidence and betterment will remain sustained and pervasive.

No plans

No
evidence

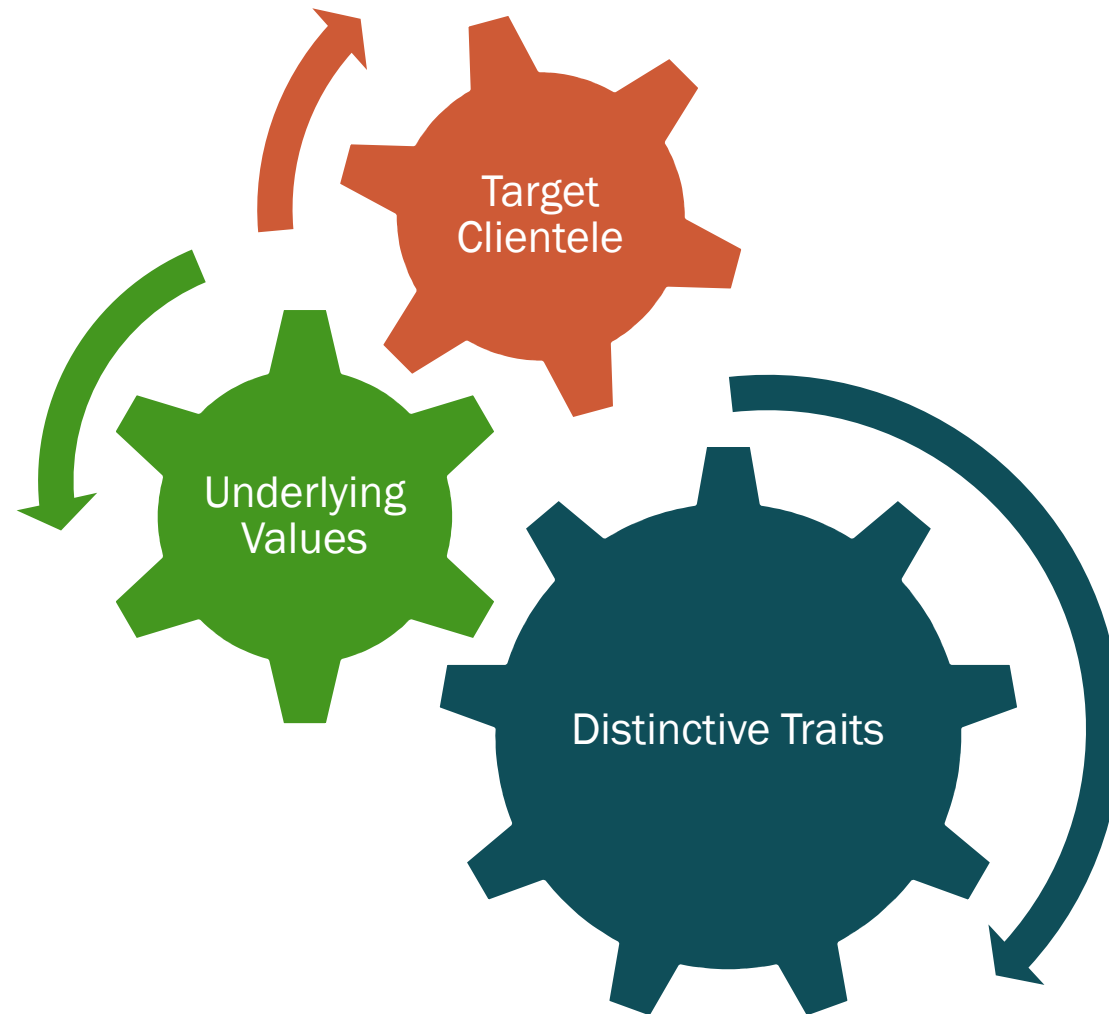
Nascent

Some

Most

Pervasive

A Culture of FOCUS & ASPIRATION



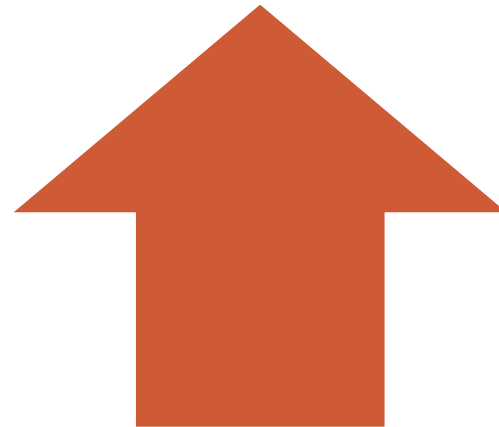
A Culture of FOCUS & ASPIRATION



Internal =
Incremental



External =
Innovation



A Culture of FOCUS & ASPIRATION

Do not put anything
in your purpose or goals
that you are not prepared
to follow through on or
to monitor for success.

Status Check

Targets for determining whether goals are achieved are clear, appropriate, and justifiable.

No plans

No
evidence

Nascent

Some

Most

Pervasive

A Culture of EVIDENCE



Status Check

Evidence is used to assure relevant public stakeholders of the effectiveness of the college, programs, services, and curricula in meeting stakeholder needs.

No plans

No
evidence

Nascent

Some

Most

Pervasive

A Culture of BETTERMENT



A Culture of BETTERMENT

The Perfect is
the Enemy
of the Good.

Status Check

Evidence of goal achievement is of sufficient quality that it can be used with confidence to make meaningful, appropriate decisions.

No plans

No
evidence

Nascent

Some

Most

Pervasive

Rubric to Appraise a College's Culture of Evidence and Betterment

	No plans	No evidence	Nascent	Some	Most	Pervasive
Expected college-wide (strategic), unit, program, and curricular goals are clearly articulated and relevant to students and other stakeholders.						
Targets for determining whether goals are achieved are clear, appropriate, and justifiable.						
Evidence of goal achievement is of sufficient quality that it can be used with confidence to make meaningful, appropriate decisions.						
Evidence is clearly linked to goals.						
Evidence is shared in useful, understandable, accessible forms with relevant stakeholders.						
Evidence is used to inform meaningful decisions, including resource deployment decisions, teaching and learning improvement, and goals and plans.						
Evidence is used to assure relevant public stakeholders of the effectiveness of the college, programs, services, and curricula in meeting stakeholder needs.						
Processes to collect and use evidence have sufficient engagement, momentum, and simplicity to assure that the cultures of evidence and betterment will remain sustained and pervasive.						

Level 1

- Pervasive, enduring culture of quality, actively embracing all five dimensions

Level 2

- A culture of quality, but one that is informal, without systematic documentation

Level 3

- Not yet a pervasive culture of quality, so not yet doing everything your accreditor requires

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