Academic Quality Improvement Program (AQIP)/Strategic Planning Timeline at Richland Community College

Summer 2000 – After extensive research and the completion of a self-evaluation, Richland Community College applied to the Higher Learning Commission (HLC) for acceptance in the Academic Quality Improvement Project (AQIP) (later Program) as its guiding accreditation process.

November 2000 – The HLC accepts Richland as an AQIP institution.

October 2001 – A team of administrators participated in the first Strategy Forum, learning about the continuous improvement process model and determining the areas of focus for the first three action projects: Organizational Development, Developmental Education, and Building Effective High School Partnerships.

Fall 2002-Fall 2003 – To facilitate understanding of continuous improvement and involve a broad range of stakeholders, Richland brought Dr. Stan Jensen to campus to lead training activities for three semesters. 30 Continuous Improvement Process Teams worked on 3 Action Projects and other processes.

September 2002 – Annual Action Project Update submitted to the HLC.

Fall 2002-Spring 2003 – The 2003-2006 Strategic Plan was developed by the Strategic Planning Taskforce and subsequently approved by the Board of Trustees.

Summer 2003 – Using the Continuous Improvement Process, 2 CIP Teams restructured the College’s committees and taskforces.

September 2003 – Annual Action Project Update submitted to the HLC.

June 2004 – Richland submitted its first Systems Portfolio; the Systems Appraisal was received in September.

September 2004 – Annual Action Project Update submitted to the HLC.

September 2005 – Annual Action Project Update submitted to the HLC.

October 2005 – A team attended the second Strategy Forum, focusing on analysis of the Systems Appraisal and key College systems for improvement.

Spring 2006 – Richland revised its Strategic Plan, identifying annual priorities and goals.

September 2006 – Annual Action Project Update submitted to the HLC.
January 2007 – A two-person review team visited Richland for the required Quality Check-up, involving faculty, students, and staff through focus groups and committee meetings.

September 2007 – Annual Action Project Update submitted to the HLC.


April 2008 – Richland was recognized as one of AQIP’s Vanguard institutions during the Higher Learning Commission Annual Meeting.

September 2008 – Annual Action Project Update submitted to the HLC.

June 2009 – Richland submitted its second Systems Portfolio; the Systems Appraisal was received in September.

September 2009 – Annual Action Project Update submitted to the HLC.

February 2010 – A team of stakeholders attended a Strategy Forum and developed the Balanced Scorecard Action Project and 4 related CIP Teams to focus on the results/improvement components of the Systems Portfolio.

September 2010 – Annual Action Project Update submitted to the HLC.

September 2010-March 2011 – Richland’s Strategic Planning Team developed the 2011-2014 Strategic Plan, which was approved by the Board of Trustees in March 2011. The President’s Cabinet identifies Annual Priorities to make progress in reaching the goals of the Plan.

September 2011 – Annual Action Project Update submitted to the HLC.

September 2012 – Annual Action Project Update submitted to the HLC.

Fall 2012 – Nine CIP Teams were created to address the 9 categories in the Systems Portfolio.

February-March 2013 – Richland’s Balanced Scorecard, Level 1, was integrated into the Systems Portfolio.

May 2013 – The Systems Portfolio was submitted to HLC.

September 2013 – Annual Action Project Update submitted to the HLC.

September 2013 – Richland received its Systems Appraisal from its reviewers. The 9 Teams reconvened to analyze results and address possible actions. At the annual retreat for Quality Council and Institutional Effectiveness Group, participants identified topics for action projects and potential CIP teams connected to those projects.
October 2013 – Richland submitted four new Action Projects to HLC: Using Data for Improved Institutional Planning—Program Review; Improving the Assessment of Student Learning Outcomes; Advancing the Completion Agenda; and Institutionalizing the Balanced Scorecard.

February 2014 – A team of 8 Richland representatives attended the HLC’s Strategy Forum. Quality Summary Report and Federal Compliance document were submitted to HLC in preparation for the Quality Check-up Visit. Richland established AQIP website.

March 2014 – The 2014 Environmental Scan was completed and presented to the Board of Trustees. The preparation of the document is the first step in the development of the 2015-2018 Strategic Plan.

March 2014 – A two-person team visited Richland for the required Quality Check-up, involving faculty, students, and staff through open forums and strategic conversations. The report was received in April 2014.


April 2014 – The Strategic Planning Team held its inaugural meeting to begin work on the 2015-2018 Strategic Plan. The Team is comprised of 17 stakeholders from across the campus.
Action Projects Page

- **Using Data for Improved Institutional Planning—Program Review** The goal of this Action Project is to streamline and centralize the process for program review, including Career and Technical Education Programs, Academic Programs, Cross-Disciplinary Programs, and Student and Academic Services.

- **Improving the Assessment of Student Learning Outcomes** The goal of this Action Project is to expand the current student learning outcome assessment process to document both cross-disciplinary (institutional) and program outcomes, to use the results for improvement, and to provide evidence of metrics in program review and other College reports. A major question under investigation for this project is: *How do faculty use data on student learning to make meaningful improvements in their respective courses?*

- **Advancing the Completion Agenda** The goal of this Action Project is to achieve the benchmarks established in Richland’s Balanced Scorecard (L1 or include L2 and L3) in the area of completion. To accomplish this goal, which will foster a culture of completion, Richland will address best practices to increase completion, student placement, curriculum alignment (both vertical and horizontal), course scheduling, and student transitions.

- **Institutionalizing the Balanced Scorecard** The goal of this action project is to use meaningful data for decision-making by institutionalization of the Balanced Scorecard.

- **Implementing the Framework for Evidence-Based Decision-Making** The goals of this Action Project are to improve processes for data gathering and analysis; to enhance understanding and confidence in decisions; and to provide evidence of successes and identify additional challenges. In order to do so, the following components are also needed:
  
  - Oversight by the Evidence-based Strategy Team
  - Implementation of a communication plan for all related CIP Teams to deliver a consistent message
  - Regular reporting of progress, results, and improvement to the Quality Council, Institutional Effectiveness Group, and College community
  - Clear timeline.