



Pima County Community College District Administrative Procedure

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| <i>AP Title:</i> | Institutional Quality (IQ) |
| <i>AP Number:</i> | AP 1.16.03 |
| <i>Adoption Date:</i> | 5/10/17 |
| <i>Schedule for Review & Update:</i> | Every three years |
| <i>Review Date(s):</i> | 9/17/18, 6/30/21 |
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| <i>Sponsoring Unit/Department:</i> | Strategy, Analytics and Research |
| <i>Policy Title(s) & No(s).</i> | College Effectiveness, BP 1.16 |
| <i>Legal Reference:</i> | |
| <i>Cross Reference:</i> | Strategic Planning, AP 1.16.02 |

PURPOSE

Institutional Quality (IQ) is a data-driven continuous improvement model used by Pima Community College to monitor performance and improvements across operational units, aligned with institutional strategic priorities. The IQ process runs in parallel with mission fulfillment, strategic planning and systems tracking major projects at the College, with IQ providing a focused look at unit operations, improvements and outcomes. The system is overseen by the Office of Strategy, Analytics and Research (STAR).

SECTION 1: The Institutional Quality (IQ) Review Processes

STEP 1: Units gather existing documentation (data and information) from previous years. Sources may include, but are not limited to, service review documents, operational effectiveness documents, operational plans, previous IQ reports or plans.

STEP 2: Units confirm their mission and operational objectives and take a focused look at their operations based on the information and a series of

analyses, including, but not limited to, self-assessment reviews, customer input, strengths, weaknesses, opportunities and threats analysis.

STEP 3: Units review the Mission Fulfillment Framework and Strategic Plan, determine the impact of the priorities on their operations, and identify the actions they need to take to support the plan.

STEP 4: Units produce an IQ Report with applicable documentation of evidence, and a multi-year planning document (IQ Plan) with embedded tracking. The planning document maps out the improvements to be made in the following years, in parallel with Strategic Plan implementation. The IQ Plan includes actions to improve unit operational efficiency and to support strategic priorities.

STEP 5: Documents are reviewed by the Vice Chancellor of STAR and the appropriate content-area senior administrator. Recommendations following review are: approval, partial approval or rejection. In the latter case, the unit is directed to carry out additional review, develop a new improvement plan and submit the plan within two months.

STEP 6: At the completion of the review, STAR notifies the unit of the decision. STAR will work with units that receive partial approval or are rejected to assist the unit in rectifying their review processes and/or planned activities.

STEP 7: Each unit works according to its plan, gathering evidence of work progress and the ongoing results of effectiveness monitoring efforts. If a new issue or circumstance emerges, a unit's plan will be amended by the unit. In addition, at every checkpoint defined in the unit's plan, each unit will report any new data/information to STAR.

SECTION 2: Institutional Quality Review Timeline

- 2.1 The IQ process runs in parallel with the development and implementation of the Strategic Plan to ensure strategic and operational alignment. The IQ review and planning process occurs in the first year of Strategic Plan implementation. The IQ plans conclude during the first year of the following Strategic Plan in parallel with the next IQ review and planning year.
- 2.2 Units are required to update their progress at least once annually within each review cycle.

- 2.3 In the event that a unit is not following through on its IQ plan, STAR will first contact the unit and, if necessary, notify the relevant Executive Leadership Team member for follow-up.