



Quality Review Process

- Increased data quality
- Wider access to data
- Continuous Improvement

Overview

The Quality Review Process (QRP) was developed to evaluate educational programs, apprenticeships, basic and general education as well as student services in the Wisconsin Technical College (WTC) System. The foundation of the QRP is a Continuous Improvement Process (Plan, Do, Check, Act).

The benefits include:

- *Providing Presidents, Vice Presidents and Deans with a data tool that goes beyond basic data reporting so they can conduct more effective evaluations of quality*
- *Providing a web resource for instructional & service staff to learn from other colleges*
- *Increasing efficiency by using a common data reporting tool*
- *Supporting colleges' continuous improvement initiatives related to accreditation*
- *More effectively demonstrating the System's accountability to public policy maker*

Common Goal

Evaluating programs and services with a Quality Improvement model is based on the tenets of the continuous improvement philosophy. The QRP aligns with the strategic planning activities currently used in the technical colleges (Plan, Review, Study, and Adjust). It provides maximum flexibility as a model of framework allowing colleges to customize the process.

The QRP enables the WTC System Office and individual colleges to use data to guide performance improvement. Essential to this process is a critical analysis of data to determine the root cause of performance gaps as well as identify and evaluate strategies to improve performance.

The purposes of the QRP are to:

- Identify factors of program/service quality through quantitative and qualitative analysis
- Facilitate program/service continuous improvement through data based decisions
- Innovate programs by anticipating future trends
- Identify and prioritize state and local resources
- Ensure responsiveness and accountability to customers and stakeholders
- Improve overall organizational performance practices and capabilities;
- Facilitate communication and sharing of best practices information among the colleges through the Internet

QRP Project Fact Sheet

Basic College-Wide Quality Improvement Model

Each program must be evaluated once every five years.

Requirement: Each program must be evaluated at least once every five years. The college has the option to conduct the quality review on a more frequent basis. Each review must be reported in the Quality Review Process Data System (QRPDS). The overall goal is a complete report about the research/analysis and improvement plan/results.

If a program is beginning a QRP process, all of the steps listed below will be followed to examine or analyze the program. College staff are expected to identify areas for improvement, develop solutions for improvement areas and create the improvement plan. In subsequent years, the scorecard results will be reviewed, implemented improvements will be studied or monitored for impact, and adjustments will be made as needed.

The following steps are a basic model for conducting a quality improvement review.

PLAN – Getting Organized

- A. College internally schedules a program or service to review
- B. Creates a review committee and plans the review process

REVIEW - What Needs Improvement?

- C. Launch quality review teams
- D. Create a Program Profile in QRPDS
- E. Analyze the Scorecards

STUDY- What Should be Done to Improve?

- F. Conduct research about causes, impacts, and trends
- G. Conduct quality review activities
- H. Create an Analysis Summary in QRPDS
- I. Create an Improvement Plan in QRPDS

ADJUST-What Are the Results?

- J: Implement the Improvement Plan
- K: Monitor Improvement Plans and record results in QRPDS
- L: Evaluate Process and Adjust Program or Service

QRP Scorecards

The WTCS colleges and System Office staff have developed Scorecards that includes state, college and program level indicators for each type of evaluation. There are six types of evaluations. Indicators are based on priorities of the college, system, and strategic directions related to federal grant requirements. Identified priorities such as course completion rates have consistent data available annually.

The scorecard allows colleges to compare similar programs across the state. The establishment of a threshold and target for each indicator gives a college the opportunity to see where their program stands in relation to other colleges. This assists the program in benchmarking as well as seeking best practice information from high performers.

Colleges are allowed to add up to eight college level indicators that reflect the colleges' strategic goals and priorities to the scorecard. Each program may create two unique indicators. These are integrated with the 10 state indicators to create a scorecard.

QRP Project Fact Sheet

Reporting Improvement Solutions and Tracking Improvements

At the completion of a Quality Review, colleges are expected to report on Scorecards as well as:

- Future trends
- Best practices
- Innovations
- Analysis Summary
- Improvement Plans
- Annual Update of Programs with Improvements

These are developed into a library of information for use in the ongoing Quality Review Process.

A tool for:

- College Executive Staff
- Evaluation Directors
- Research Directors
- Instructional Staff
- Service Staff
- WTC System Office
- Others

Data System

WTCS created the Quality Review Process Data System (QRPDS) in December 2004 to support the Quality Review Process. Colleges use the data system to report and track their quality improvement projects. The system is available to all WTCS staff via the Internet (See below.). Each user needs a security account established by the System Office prior to using the system and reports. An internet browser is needed to access the reports. No other special software is needed.

Resources

The resources listed below can be found at the WTC System Office Web Site:

<http://systemattic.wtcsystem.org/qrp/>.

- A. Access to the Quality Review Process Data System (QRPDS)
- B. Access to the COGNOS Reports-Scorecards etc.
- C. Data Definitions and Calculations of Indicators
- D. Calculation of Thresholds and Targets
- E. QRPDS User Guide (Step by Step Instructions)
- F. WTCS Evaluation Model
- G. QRPDS On-line Tutorials

More Information

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