



Quality Enhancement at CTC: A Culture that Focuses on Student Learning

Quality Enhancement (QE) is part of a Continuous Quality Improvement process that is our responsibility as a public institution and as an accredited college. Our QE theme is *Creating a Culture that Focuses on Enhancing Student Learning*. All CTC faculty and staff are responsible for the Culture of Quality for our students.

Accreditation: CTC initiated a formal Quality Enhancement Plan (QEP) in 2004-05 to fulfill a key principle of our accreditation by the Southern Association of Colleges and Schools Commission on Colleges (SACS-COC). Your unit develops annual improvement goals, and strategies for achieving them.

This is the essence of our plan:

The QEP goals also tie to CTC's **Strategic Plan**:

Goal 2: To be recognized for the quality of CTC education and services.

Goal 5: To enhance institutional effectiveness based on data analysis and research.

Your Focus: Your unit's QE project should help you focus on improvements in your work on behalf of students. You should ask your supervisor, or your department chair and colleagues what your QE project is and actively participate in an improvement initiative.

Measurement: All plans should have measurable objectives to gauge improved service for our students, as well as students' progress in learning. So you should be prepared to periodically measure, through surveys, service tallies, student achievement, and in other ways, how your department is progressing.

Accountability: CTC has a system of annual planning and reporting. Be alert to ways that your department can show evidence of improvement. Instructional departments report their results to the office of Learning Outcomes Assessment and student services departments report through the annual IE process (Institutional Effectiveness).

CTC Quality Enhancement Strategies

QEP Goal 1: Ensure that quality enhancement planning is a continuous process.

What we do:

- Units make annual improvement plans, implement them, and report the outcomes. New budget requests for your unit are often based on the rationale for your improvement plan.

QEP Goal 2: Use assessment as a tool to improve student learning.

What we do:

- Instructional units focus on key student learning outcomes to develop an assessment plan that supports achievement of those outcomes.

QEP Goal 3: Develop and facilitate professional development or training related to student learning, service excellence, and quality enhancement planning.

What we do:

- Annual Excellence Conference
- Professional Development classes through CTC Human Resources
- Faculty Preservice, workshops, conference attendance, and professional development determined within instructional departments and programs.

QEP Goal 4: Foster systemic communication strategies to support quality enhancement processes for all campuses and sites throughout CTC.

QEP Goal 5: Use technology to enhance student learning and to improve service excellence.

QEP Goal 6: Involve the entire college in Quality Enhancement.

Remember – anticipate needs and provide excellent service.