Category Six – Quality Overview

Question 1 - How can we continue to build a culture of quality at RRCC, particularly as our culture changes with new degrees and programs?

1. Maintain academic standards and quality programs
   a. Understand community needs and jobs with growing demand
   b. Eliminate unneeded programs and build quality programs
   c. Uphold standards and expectations for learning and communicate these expectations to students
   d. Understand the unique nature and needs of each program
   e. Put academic standards before retention in priority
   f. Provide adequate pay and benefits for adjuncts
   g. Recognize and reward outstanding instructors
   h. Assess what students are learning and whether it meets standards, without just "moving them through."
   i. Quality culture is based on relationship building. Support extra-curricular and co-curricular learning.
   j. Increase full-time faculty and raise salary levels for them
   k. Peer review for release time
   l. Conduct continuous assessment and development of what we are doing well and how we can do better. Use the results to build an inclusive community and collaboration with partners.
   m. Increase support for teaching and for faculty. Take the administrative burden off faculty
   n. Quality means having the right programs in place with high standards that meet community and student needs with ongoing assessment of results

2. Build college community and climate
   a. Have pictures associated with emails, directories
   b. Build relationships through extra-curricular activates, co-curricular learning, and service learning
   c. Maintain the current team-based, mission-driven climate
   d. Increase meaningful communication across silos
   e. Educate and develop employees on new programs, technology, degrees, and changes in processes and procedures, especially those that involve more than one work unit
   f. Promote physical and personal health
   g. Survey community for ideas on a regular basis
   h. Build a culture of quality means distributing expectations on all levels and this depends on developing champions and supervisors to develop achievable expectations on the "ground floor"
   i. Feedback and "feed forward" from all departments along with data-driven decision making
   j. Yearly turnover means we need to revisit communication about what all of us need to know each year
   k. Create more opportunities for cooperation and collaboration among departments
   l. A culture of quality has two parts: continuous improvement and customer satisfaction. Develop meaningful ways to increase both.
   m. Be responsive to industry and community needs

3. Better, cleaner, more beautiful facilities and space
    a. Furniture
    b. Spaces
    c. Parking
    d. Library space
    e. Safety and security
    f. Food service
    g. New Recreation Center – health and wellness for everyone
    h. Improve the facilities quality so students, faculty, and staff don't have to be ashamed of where we work and learn

4. Support student success
    a. Identify and remove barriers
    b. Focus on what works and what students want and need
    c. Understand the students and look to them for needed culture change
    d. Good customer service is essential
    e. Bridge the communication gap between student services and instruction
    f. Make sure we all understand how the college is organized, how the different areas can support student success, and the proper names – e.g. the LARC has been the Learning Commons for two and a half years.
    g. Student academic and planning – setting goals and tracking them – is critical to student success

5. Innovation and creativity
    a. Require an assessment plan for all innovation and performance funding to be submitted before a budget is allocated.
    b. Write a student-based definition of what quality is
    c. Establish relationships with alumni and draw on them as a source of quality improvement
    d. Upgrade technology based on best practices, 21st century skills, and library resources

Question 2 - What kinds of AQIP action projects would help us develop new future directions for RRCC?

1. No response/Unsure/Need more information about AQIP Action Projects – about one-third of respondents

2. Teaching and learning
    a. Instructional technology
    b. Course quality guidelines and regular course evaluation protocols
    c. Expand engagement beyond advisory committees with local employers and community groups
    d. Shared student projects and student-focused collaboration projects
    e. More focus on academic standards and improving program quality
    f. Common Learning Outcomes in such areas as global education and diversity
    g. Workforce development , such as articulation, partnerships with health care providers through the new Arvada campus
    h. New degree programs, such as database management, big data, robotics

3. Better, cleaner, more beautiful facilities and space
   a. Fresh paint with a lot more color
   b. Furniture
   c. Spaces
   d. Parking
   e. Library space
   f. Safety and security
   g. Food service
   h. New Recreation Center – health and wellness for everyone

4. Evaluate and act on short and long-term needs
   a. How well do we interface with 4-year institutions?
   b. What are the long term prospects for RRCC programs, especially in terms of job market and hiring trends?
   c. Program review
   d. Bring graduates back to talk to current students, faculty and staff
   e. Recruiting and outreach
   f. Administrative role
   g. Fund raising through alumni and community partnerships

5. Support students and meet their needs
   a. Open source textbooks/reduce costs
   b. Find and implement best practices in new student orientation and admissions
   c. Adjust staffing to support best practices
   d. Service learning and career opportunities
   e. Increase retention by planning formal initiatives with assessment of student needs and institutional support
   f. Increase diversity

6. Training and Professional Development
   a. More offerings at times that make training on college procedures and systems available to everyone
   b. Strategic, comprehensive staffing planning
   c. Retain employees
   d. Encourage engagement and leadership along with clear job expectations

7. Increase meaningful communication across the college in such areas as sharing obstacles and accomplishments
   a. Isolate common training needs and requirements
   b. Build trust among administration, faculty and staff that each group is doing their job.
   c. Employee recognition
   d. Campus-wide job shadowing programming

8. Innovation and creativity
   a. Innovation hubs and centers
   b. "Think tanks"
   c. Incubators