

Administrative Program Assessment

The Continuous Improvement Cycle



Continuous Improvement Cycle





Deming Quotes

- It is not necessary to change. Survival is not mandatory.
- If you can't describe what you are doing as a process, you don't know what you're doing.
- Plan! • It is not enough to do your best; you must know what to do, and then do your best.
- I should estimate that in my experience, most troubles, and most possibilities for improvement add up to proportions like this:
 - 94% belongs to the system (responsibility of management)
 - 6% special
- Whenever there is fear you will get wrong figures.



Plan

- Every administrative department / office should have a plan
- The plan should be informed by an environmental scan (strengths, weaknesses, opportunities, threats).
- The plan should be supportive and integrated with the divisional / university plan.
- Main components of the plan include
 - Goals
 - Objectives
 - Intended Outcomes

Plan - Examples

- Goal
 - Improve Customer Service
 - Good – ties into university goal #3, objective #3
 - Not so good – no benchmark
 - Leverage technology to benefit stakeholders
 - Not so good – doesn't tie into anything
 - Not so good – no benchmarks
- Objective
 - Develop Customer Service Training Plan
 - Good – ties into related goal.
 - Not so good – no intended outcomes.
 - Not so good – lacks specificity
 - Develop Department website
 - Good – ties into related goal
 - Not so good – no intended outcomes

- Goal
 - Increase student satisfaction
 - Good – ties into university goal #3, objective #3
 - Good – goal based on benchmark data
- Objective
 - Improve program Y achieving Z results
 - Good – ties into related goal.
 - Good – Includes intended outcomes

Execute

- These are the actions in the planning process:
 - Goals → Objectives → Actions
- Important concepts in plan execution
 - Assign clear responsibility
 - Assign clear timelines
 - Identify clear outcomes
 - Provide for regular reporting (handout)





Assess

- Identify Clear Intended Outcomes
- ANY RESULT IS GOOD!
 - If intended outcomes aren't achieved: see next slide
 - If intended outcomes are achieved: see next slide



Improve

- If intended outcomes are not met
 - Change the actions
- If intended outcomes are met
 - Expand the actions
 - Integrate the actions