

Innovation and Peer Review: the AQIP Perspective

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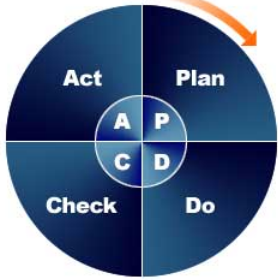
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I am convinced that if the rate of
change inside an organization is
less than the rate of change
outside, the end is in sight.

—Jack Welch

See challenges,
problems, crises,
and setbacks as
opportunities





The diagram shows a circular PDCA cycle with four quadrants: Plan (top), Do (bottom), Check (left), and Act (right). In the center, the letters A, P, C, and D are arranged in a circle. An orange arrow points from the Plan quadrant to the Do quadrant, indicating the flow of the cycle.

If you improve something by 1 percent each week, you will achieve a 14-fold improvement in 5 years. Compound interest works wonders.
—James Martin

Iterative Improvement



A photograph of a small, white and grey rabbit sitting in a grassy field, looking directly at the camera.

Don't freeze with fright— or flee

Real Quality Improvement

- ▣ takes focus and concentration.
- ▣ takes patience and dedication.
- ▣ doesn't happen overnight.
- ▣ comes with setbacks and spurts.

AQIP Admission

- With implementation of Open and Standard Pathways, HLC reviewed all non-AQIP institutions to determine placement
- Most institutions are eligible for Open, AQIP, and Standard Pathways
- Given this review, thereasons for maintaining the AQIP Admission review process became reduntant

AQIP Action Project Updates

- Annual review of ongoing Action Projects
- Rolling schedule introduced in 2011
- Multiple levels of accountability
- Complex goals make evaluation challenging

AQIP Systems Appraisal

- Review conducted by team that collaborates electronically to review and provide formative feedback on quality improvement and assurance
- 2011-12 AQIP Action Project examined all aspects of the Systems Appraisal — inputs; team membership, responsibilities, and processes; outputs; technology — and recommended phased changes.

AQIP Quality Checkup

- Expansion of Federal Compliance Program and related obligations creates strains — new areas for quality assurance
- Visits to campuses and additional locations will occur before Quality Checkups and their reports will be input for Checkup teams
- Future Quality Checkups will include focused examination of distance delivery and extended operations

Next Challenges

- Selection, orientation, and training of peer reviewers
- Matching reviewers strengths and competencies with assignments
- Matching reviewer situations with HLC needs
- Learning opportunities for non-peer reviewers
- Collection and use of feedback concerning reviews
- Evaluation of reviewers and consequences

**To change and to improve
are two different things.**

—German Proverb

Questions

- **Suggestions**
- **Advice**
- **Warnings**



**Academic
Quality Improvement
Program**

The Higher Learning Commission **NCA**

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