Quality Council Charter

Date: April 1, 2012

Mission	The purpose of the ***Quality Council*** *(QC)* is to promote and institutionalize systematic process improvement at NWACC. The QC will advance institutional effectiveness by utilizing continuous improvement strategies, and data-driven decision making to meet the needs and aspirations of our students, faculty, staff, and external constituents.
Council Activities:	• Promote and serve as a dissemination vehicle for Continuous Improvement (CI). • Review and submit Action Project recommendations to Cabinet. • Support and contribute to the development and maintenance of the AQIP Systems Portfolio. • Identify institutional data that can be used to drive decision making and CI activity. • Establish benchmarking activities that compare NWACC's CI efforts to colleges and nationally recognized institutions. • To identify other challenges with College operations and work flow and develop recommendations for improving their effectiveness and efficiency. • To develop for the college a vocabulary and methodology for achieving and advancing quality. • To identify opportunities to improve systems and processes effecting college operations and to develop solutions to recommend to cabinet for implementation. • Provide the college with an ongoing mechanism to vet improvement ideas and efforts that cut across college divisions, units and stakeholder groups. • To communicate monthly progress to Cabinet and Expanded Cabinet, and to utilize the College Web page and other internal communications to post meeting records, summaries, and progress.
Co-Chair	Ricky Tompkins, AVP of Research & Planning (Staff Representative) Tim McGinn, English Faculty (Faculty Representative)
Recorder	Claudia Bacon-Tonihka, Administrative Specialist

Team Members	Lisa Anderson	*Director, Institutional Research*
	Troy Cash	*Faculty -- Computer Information*
	Carl Collier	*Faculty -- English*
	Shannon Demuth	*Faculty – Behavioral Sciences & Business*
	Curtis Harrell	*Faculty Senate Vice President*
	Brooke Holt	*Dean of Learner Success*
	Theodore Ekechukwu	*Faculty – Social & Behavioral Sciences*
	Lynda Lloyd	*Director of Organizational Effectiveness*
	Melodie Marcks	*Director, ICPS*
	Patti Mocivnik	*Faculty – Science & Mathematics*
	Ryan Moore	*Interim Manager, Networks & Infrastructure*
	Pam Nash	*Administrative Assistant for Development*
	Stacy Reagan	*Program Assistant AVP Corporate Learning*
	Jack Thompson	*Director of Purchasing*
	Eric Vest	*Director of Learner Success*
	Gerry Weatherford	*Skilled Trades Worker*
	Vacant	*Faculty Senate Representative*
	Vacant	*Staff Council Representative*
Ex-Officio	Becky Paneitz	*President*
	Steve Gates	*Senior Vice President of Learning & Provost*
	Shauna Sterling	*Executive Director of Grants & Effectiveness*
	Claudia Bacon-Tonihka	*Administrative Specialist*

The role of the chairs:

- Arranges and conducts team meetings, prepares agendas, gives members assignments and sub-committee work, and holds members accountable for assignments.
- Facilitates the team's group-dynamic activities
- Encourages participation from all members

The role of the Recorder:

- Maintain minutes of all meetings in hard copy and in an appropriate electronic format for website.
- Provide a list of action items. For each action item identify the description, responsible person(s) and the estimated completion date.
- Distribute the minutes and action items for all meetings within five business days after the meeting.

Role of the Team Members:

- Meetings will begin and end on time.
- Maintain confidentiality regarding sensitive or controversial topics.
- Judge ideas, not people.
- Attend planned meetings; members should contact chair prior to the meeting if attendance is not possible.
- Contribute to the achievement of the goals and objectives.
- Ask questions for clarification.
- Supports the continuous improvement process
- Supports the team's group dynamic activities
- Disagrees when necessary as an ally
- Have fun!