Quality Council Charter

Approval Date: **November 5, 2009**

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, principles and the LEAP Model to promote data-driven decision making in institution-wide processes.
Council Activities:	• Promote and serve as a dissemination vehicle for Continuous Improvement (CI) strategies, principles and the LEAP model. • 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. • Develop high-level outcome measures as indicators of institutional performance and progress. • 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.
Co-Chairs	Co-Chairs- Leigh Harrell, Ph.D., Biology Faculty, Bruce Moses, Executive Director of Institutional Effectiveness
Recorder	Claudia Tonihka-Coordinator Institutional Effectiveness

Team Members	Kate Burkes *Director of Distance Learning* Laura Cates *Institutional Research Project/Program Specialist* Troy Cash *Faculty - Computer Information* Shannon Demuth *Faculty – Behavioral Sciences & Business* Curtis Harrell *Faculty Senate President* Leigh Harrell *Faculty - Science* Rey Hernandez *Human Resources Specialist* Amber Holloway *Director Career Pathways* Gina Kincy *Human Resources Director* Todd Kitchen *Dean of Learner Administrative Services* Roxann Maish *Banner Development & Training Specialist* Bruce Moses *Executive Director of Institutional Effectiveness* Pam Nash *Assistant to the AVP for Development* Stacy Reagan *Program Assistant AVP Corporate Learning* Christy Reynolds *Administrative Specialist* Tricia Sparks *Programmer/Analyst, IT Services* Claudia Tonihka *Coordinator of Institutional Effectiveness* Gerry Weatherford *Skilled Trades Worker* Natasha Washington *Faculty- Social Sciences*
Team Ground Rules	• All members will participate more or less equally over time • Communications will be candid, tactful • The objectives of our interactions will be problem solving, learning, collaboration and decision making (versus e.g., finding fault, principles not personalities) • We will be disciplined in our use of time – begin and end on time • All decisions/assignments will be reviewed at end of each meeting for clarity/agreement • An agenda will be posted in advance, with team member input (electronic version to be used at meetings) • Members will complete assigned pre-work (e.g., reading, data gathering) • Full attendance is expected at each team meeting, notice to be given to co-chairs in advance • We will engage in active, respectful listening • The purpose of each agenda item will be identified; non-agenda items will be indentified • We will engage in Socratic Reasoning • Members will make decisions based on fact • Members will allow process to be as dynamic, flexible as possible • Group will loosely follow Robert's Rules of Order

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!