Continuous Quality Improvement

1. Stakeholders
Involves both internal and external stakeholders in SCC practices and decision-making processes when appropriate. Stakeholders include:
- Students
- Coworkers within a department
- Other SCC Departments
- SCC Communities
- SCC Area K-12 Schools
- Advisory Committees
- SCC Area Employers

2. Teamwork
Broad-based involvement on campus by faculty, staff, administrators and students support better decisions, empowers individuals by engaging them in the decision-making process, and strengthens ownership of systems, activities and initiatives. Individuals can become involved at SCC in many ways, including:
- Existing Committees
- Action Project Teams
- Collaborative work between units on campus
- Participating in and leading training initiatives

3. Continuous Improvement
Develop a Total Stakeholder Focus
Continually improve all processes: Plan-Do-Check-Act Cycle

4. Data and Team Knowledge
Use all available data and team knowledge to support change.
- Strategic Planning
- Key Performance Indicators
- Student Retention Data
- New Advising Model
- Institutional Survey Data

Change is Good!