The Show Me Challenge
Continuous Quality Improvement in TESS

World-Class IT Support

- Create a World-Class IT Support Organization
- Continuous quality improvement has long been known in the industry to be a recognized process for performance improvement
- Because of success in CQI and Baldridge, the NCA has chosen to use similar processes for accrediting educational institutions
- College is currently preparing for its 2007 reaccreditation visit
Show Me Challenge

- In the spirit of the College’s reaccreditation, TESS leadership evaluated options for a process we could use inside TESS that would align with the College’s practices.
- This process also needed to provide:
  - Results in a time-effective manner
  - An open and honest discussion
  - Remain frank and to the point

Project Goals

- Demonstrate the TESS commitment to continuous quality improvement (CQI)
- Familiarize ourselves with CQI and better understand the changes in the NCA accreditation process
- Establish metrics and identify our current baseline
- Discover the high-leverage action items for improvement
- Act upon the opportunities identified for improvement
Team Leaders

- Leadership  
  – Julie Vipond
- Strategic Planning  
  – Matt Roberts
- Customer Focus  
  – Katie Dodwell
- Information & Analysis  
  – Jay VanReed
- Human Resources  
  – Charlie Carter
- Process Management  
  – Richard Schumacher

Show Me Challenge Process

- Identify key Business Factors
- Evaluate the Criteria
- Form the Teams
- Conduct Interviews
- Record Results
- Discuss the results as a group, leading to identification of opportunities for improvement
Key Business Factors

- Key Business Factors define the organization and what is important to it
  - Basic description of the organization
  - Governance System
  - Customer and Market Requirements
  - Supplier/Partner Relationships
  - Competitive Situation
  - Strategic Challenges

Evaluation of the Criteria

- The primary focus of data and information collection is determining how processes or methodologies work, and to discover if they are systematic and effective
  - Review of documentation
  - Interviews with employees who actually do the work
  - Examination of regularly used metrics
Strengthen

• Senior leaders understand the need for a highly developed workforce
• Changes in technology governance
  – Vice-Chancellor of Technology
  – TESS Executive Steering Committee

Opportunities for Improvement

• Develop districtwide standards for metrics:
  – analyze responsiveness
  – measure performance
  – identify specific end-user needs
Opportunities for Improvement

• Enhance current processes that:
  – enable easy customer communication
  – improve understanding of customer needs and expectations

Opportunities for Improvement

• Analysis of the current positions and organizational structure to create a more responsive organization
  – customer needs
  – changes in the technology environment
  – retain, develop, reward, and recruit
    • TESS Service Awards
    • High-Five Award
Opportunities for Improvement

- Communication and leadership of visions, values and expectations

Summary

- First year evaluation
- Continuous process
- Learned a lot
- Applying what we learned to build a better organization