

## EDUCATIONAL QUALITY IMPROVEMENT

### *Educational Quality Improvement*

Educational Quality Improvement is a systemic approach for analyzing, evaluating, and improving four key areas that impact the quality of education at postsecondary education institutions. These four key areas are Administration, Policies and Procedures, Staff/Personnel, and Service. Administration is the decision-maker in determining the strategic direction of education institutions and in the development and implementation of the institution's strategic plan. Therefore, for occurrence of continuous improvement, each of these areas must be evaluated on a constant basis to formulate the "Big Picture" and to promote "Out-of-the-Box" thinking.

Topics:

Goal of Educational Quality Improvement

Roles of Four Key Areas

Service Delivery System Analysis

Staff Training and Development

SWOT/TOWS Analysis

Enrollment, Attrition, and Retention Improvement

Teaching and Learning strategy development

