There’s still time to name this newsletter!

The deadline to enter the Name the Bulletin Contest is Monday, October 16, so there is still time to enter! We’re looking for a name that sparks interest, thrills, intrigues, and titillates—or at least has more interest value than CQI Bulletin. We have a few excellent ideas already, but there’s always room for more. After all, what’s a contest without competition? And don’t forget: the winning entrant will receive a signed mystery novel written by a Montana author. There are even two titles to choose from!

To enter the contest, please submit your suggestion(s) via e-mail, phone, or campus mail to Rachel Schaffer (rschaffer@msubillings.edu, 2954, LA 437 (Eng. Dept.)). In the case of more than one person suggesting the same winning name, the earliest entrant will win the prize (or, depending on how many identical winning names are received, there may just be enough prizes to go around). Decision of the Steering Committee will be final.

FAQs about CQI

Questions and concerns about CQI and accreditation that you would like to see addressed in this column can be e-mailed to Rachel Schaffer (rschaffer@msubillings.edu). Questions may be edited for length and style. Names will be withheld if specifically requested. Many thanks to Dr. Tasneem Khaleel for supplying this month’s questions and answers (also posted on the CQI website linked to the MSU-Billings home page).

Q. What is MSU Billings’ vision for CQI?
   A. MSU-B is committed to continuous quality improvement. The university is striving to create an environment where everyone takes ownership of the improved educational enterprise and where high value is placed on teamwork, collaboration, and communication.

Q. What principles will achieve our vision?
   A. We will strive to build CQI on the following four principles:
      □ Teamwork and team decision making leading to quality improvements; teams operating from a common understanding of systems and processes
      □ Conceptual links to university strategic initiatives and goals and assessment goals for improving the teaching-learning process.

Q. Isn’t CQI a way of saying that we lack quality?
   A. Absolutely not! Quality is a relative concept, not an absolute. MSU-Billings has long been recognized nationally and internationally for the high quality of its students, faculty, and programs.
   CQI is simply a systematic approach that provides methods and tools to enhance the attention to quality that we already practice and to maintain excellence at all levels.

Q. Is CQI just another means of budget cutting?
   A. No. CQI is not a budget-cutting technique. It is a means of focusing on quality throughout the University that will improve work processes, increase productivity, and, in some cases, lower costs. The work of some CQI teams may in fact result in the allocation of additional resources.
   In some instances, increased costs in the short term will result in cost savings over the long run.
Meet the CQI/NWCCU committee

The CQI Steering Committee is a team of faculty and staff that was appointed by the Provost.

THE COMMITTEE (*Co-chairs)
Dr. Michael Barber, Chief Information Officer
Prof. Michael Campbell, College of Business (Accounting)

Ms. Jane Howell, Director, Library
*Dr. Tasneem Khaled, Dean, College of Arts and Sciences

Mr. Robert Carr, Interim Dean, College of Professional Studies and Lifelong Learning
Mr. James Ellis, ASMSUB Student Senator
*Dr. Mary Susan Fishbaugh, Interim Dean, College of Education
Dr. Karen Heikel, Dean, College of Professional Studies and Lifelong Learning
Dr. Sharon Hobbs (ex-officio), College of Education, (Educational Theory & Practice)

Ms. Barb Pedula, General Education Team Leader, College of Technology
Ms. Valerie Martinez, Associate Dean, College of Technology
Dr. Sheila McGinnis, College of Allied Health Professions, Health Administration
Ms. Valeria Martinez, Associate Dean, College of Technology
Dr. Sheila McGinnis, College of Allied Health Professions, Health Administration
Ms. Barb Pedula, General Education Team Leader, College of Technology
Dr. Mathew Redinger, College of Arts and Sciences (History)

Mr. Stacy Klippenstein, Vice-Chancellor for Student Affairs
Dr. Kirk Lacy, Associate Dean, College of Professional Studies and Lifelong Learning
Mr. Kevin Majewski, ASMSUB President
Ms. Valerie Martinez, Associate Dean, College of Technology
Dr. Sheila McGinnis, College of Allied Health Professions, Health Administration
Ms. Barb Pedula, General Education Team Leader, College of Technology
Dr. Mathew Redinger, College of Arts and Sciences (History)

Mr. Brent Roberts, Associate Director, Library
Ms. Patty Rukstad, CQI/Accreditation Office
Dr. Rachel Schaffer, College of Arts and Sciences (English)
Mr. David Sullivan, Graduate Studies
Ms. Sharon Weatherwax-Ripley, Outreach Director, College of Professional Studies and Lifelong Learning

Ms. Linda Wham, Institutional Research Analyst, Information Technology
Dr. George White, Interim Provost/Academic Vice Chancellor

*Bold denotes new members

Get acquainted with the 9 accreditation standards

The NWCCU accreditation team organizes its evaluations around nine important standards, each dealing with a separate aspect of institutional function.

Each standard also includes a variety of substandards, and related policies, with different kinds of supporting documentation and exhibits required to demonstrate that the institution meets each standard.

This month’s column introduces you briefly to all nine standards and profiles the first one. In future months, we’ll give you a chance to get to know the remaining eight standards more intimately.

Standard One sets the tone for the entire evaluation process, since, as the NWCCU Accreditation Handbook puts it, “[t]he [NWCCU] evaluation proceeds from the institution’s own definition of its mission and goals” (26).

Standard 1A: Mission and Goals covers how well the institution adheres to its own mission and goals in its activities, how well it publicizes and clarifies them to the campus and public at large, and how/how often it reexamines and revises them.

Standard 1B: Planning and Effectiveness covers how well the institution’s planning process helps to realize its mission and goals, how well the institution evaluates its own progress and uses the findings for further improvement, how well it engagement a variety of constituents in the planning process, and how well it communicates its findings and effectiveness to the public.

FIND MORE CQI NEWS AT WWW.MSUBILLINGS.EDU/CQI
A New Statement of Purpose
draft mission, vision, core values and strategic initiatives

1. Core Purpose
   (Why we do what we do is easily remembered, is not easily achieved, and would be a loss if the institution ceased)

   To assure that all members of the campus community reach their individual potential.

2. Mission
   (What we do)

   Montana State University Billings provides a university experience characterized by:
   - Excellent teaching
   - Support for individual learning
   - Engagement in civic responsibility
   - Intellectual, cultural, social, and economic enhancement of the Billings community

3. Vision
   (What we want to achieve)

   Montana State University Billings will be recognized as a regional leader for:
   - Teaching and learning
   - Translating knowledge into practice
   - Researching for the future
   - Accepting leadership for intellectual, cultural, social and economic development beyond its campus boundaries.

4. Core Values
   (Essential and enduring tenets that will not be compromised)

   1. Educational Excellence—MSU Billings provides distinctive programs and challenging educational experiences to diverse learners.
   2. Student Achievement—MSU Billings provides academic support and administrative services to foster learners’ academic and professional achievement.
   3. Community of Learners—MSU Billings respects and nurtures a variety of intellectual contributions and scholarship enriching both the campus and larger community.
   4. Meaningful Engagement—MSU Billings involves all members of the campus community in their individual growth to feel confident, realize a sense of purpose, and accept their civic responsibilities.
   5. Integrity—MSU Billings’ actions are ethical and principled to assure dignity and equity for all.
   6. Responsiveness—MSU Billings meets the changing needs of our learners with informed action and innovation based on current standards of educational and technical excellence.

5. Strategic Initiatives
   (How we realize the core purpose, implement the mission, and move toward the future vision while remaining true to our core values)

   1. Create distinctive, vital programs for 21st Century learners.
   2. Increase the stature, professionalism and research initiatives of all programs.
   3. Identify the needs of all learners and deliver programs that fulfill both individual goals and societal needs.
   4. Cultivate faculty excellence in the classroom, in scholarly endeavors, and exemplary service through faculty development, support for scholarship, and recognition of professional service.
   5. Model social equity by assuring that all members of our campus community grows because of their University experience.
   6. Augment local, state, and regional economic development through the strength of the University’s financial base and our learners’ contributions to their communities.
The CQI saga continues

CQI efforts abound on this campus in every nook, cranny, and office. Some of the stories we’ve heard about will be shared here each month.

Trudy Carey, Director of Disability Support Services, and her staff recently took proactive action based on the experience of a student who believed that he had permission from the Department of Modern Languages and Literatures to waive his language classes but had no record of such an agreement.

DSS responded by creating a course substitution form for future students to use should the situation arise again, effectively preventing the problem from recurring.

(Kudos to Trudy and staff for showing their CQIQ!

We want to publicize your success stories! Please send your Brag-‘n’-Boast CQI-related stories, anecdotes, testimonials, etc., to Rachel Schaffer at rschaffer@msubillings.edu (e-mail preferred) or through campus mail to the Dept. of English & Philosophy, LA 437 (for hard copies).

Visit the CQI library collection

Do you have a question about accreditation or assessment? The CQI Office, located in McMullen 308, now has a collection of library books for individuals to use. Visit the CQI website at: www.msubillings.edu/cqi to view the listing of materials (under Activities and Projects).