

Demonstrating continuous quality improvement is critical to RIT's administrative units. The Institutional Effectiveness Progress Report (IE PR) provides the opportunity to demonstrate how each administrative unit is supporting the university's mission and goals and uses data to drive improvement processes.

Due October 18, 2024

Question: Share who you are:

- Contact Name _____
- Contact Email _____
- Department/Unit _____

Question: What is your division?

- Academic Affairs
- Diversity and Inclusion
- Enrollment Management
- Finance and Administration
- Government and Community Relations
- Marketing and Communications
- NTID
- Student Affairs
- University Advancement
- University Studies

This reflection is an opportunity to share one way that your unit engaged in continuous improvement during the prior year. You will be asked to share details on each element of the continuous improvement cycle. During one continuous improvement cycle a unit will:

- (1) identify a goal or outcome
- (2) identify which dimensions of the RIT Strategic Plan this goal supports, if applicable
- (3) implement a strategy to achieve the goal,
- (4) measure the impact of the strategy
- (5) review the results
- (6) use the results to inform practice or decision-making

In some cases, a unit will use the results to revise its goal or strategy and then measure the impact again, thereby engaging in a second continuous improvement cycle. In this reflection, a unit may choose to reflect on a goal with one completed continuous improvement cycle or a goal with multiple cycles completed.

Question: What goal or outcome will you be reflecting on? This should be a goal that your unit measured in the prior academic or fiscal year.

Question: Why is this goal or outcome important to your unit? Describe a problem that was solved and/or benefit to the department or university.

Question: Which dimensions of the [RIT Strategic Plan](#) does your outcome support?

- People
- Places
- Partnerships
- Programs
- Not applicable

Question: How many continuous improvement cycles has your unit completed for this goal or outcome? Cycles can include previous years.

- 1
- 2
- 3 or more (Narrative submissions only)

Question: How would you like to complete your reflection?

- Guided prompts (survey questions)
- Narrative (upload a document)

Narrative Report: If you are reporting on three (3) or more cycles AND/OR if Narrative is selected

Please upload a narrative that describes how your unit engaged in continuous improvement in the prior academic or fiscal year.

Ensure that you cover all the elements of the continuous improvement process in your narrative:

- (1) identify a goal or outcome
- (2) identify which dimensions of the RIT Strategic Plan the goal supports, if applicable
- (3) implement a strategy to achieve the goal,
- (4) measure the impact of the strategy,
- (5) review the results,
- (6) use the results to inform practice or decision-making.

In some cases, a unit will use the results to revise their goal or strategy and then measure the impact again, engaging in a second continuous improvement cycle. You may include the description of multiple cycles in your narrative, as long as at least one of the cycles happened in the prior academic or fiscal year.

Guided Prompts: One (1) Cycle

Question: Describe the strategy, program or practice you implemented to make progress toward your goal or outcome.

Question: Summarize the method or approach you took to measure progress toward your goal.

Question: Summarize the key findings.

Question: Describe how your unit used these findings to impact a decision or inform your practice (i.e. make a change to a program or practice or continue a program or practice that successfully achieved your goal). **This is the most important section for demonstrating continuous improvement.**

Guided Prompts: Two (2) cycles

You indicated that your department engaged in two continuous improvement cycles related to the same goal. Here, you will be asked to describe both cycles, beginning with the **first cycle**.

Question: Describe the initial strategy, program or practice you implemented to make progress toward your goal.

Question: Summarize the method or approach you initially took to measure progress toward your goal.

Question: Summarize the key findings from your **first cycle**.

Question: Describe how your unit used the findings from the first cycle to make a change to a program or practice.

Question: Describe the method or approach you took to measure the impact of any changes you made based on your findings from the first cycle. Did these changes make an impact?

Question: Summarize the key findings from your **second cycle**.

Question: Describe how your unit used your findings from the second cycle to impact a decision or inform your practice (i.e. make a change to a program or practice or continue a program or practice that successfully achieved your goal). **This is the most important section for demonstrating continuous improvement.**

Attachment: Include a completed 2023-2024 Institutional Effectiveness Map. If you do not have a completed Institutional Effectiveness Map, contact your UAC Representative.