

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.

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 about each element of the continuous improvement cycle. During one continuous improvement cycle a unit will:

- (1) identify a goal or outcome they are trying to achieve,
- (2) identify which dimensions of the RIT Strategic Plan your goal supports, if any
- (3) implement a strategy to achieve that goal,
- (4) measure the impact of that 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. In this case, the unit would be engaging in a second continuous improvement cycle. In this reflection, you may choose to reflect on a goal for which you have completed one continuous improvement cycle or a goal for which you have completed more than one cycle.

Your reflection will be reviewed based on this [rubric](#). The university's goal is for every unit to achieve a rating of Effective or Exemplary on this rubric. If you report on one cycle, the highest possible rating is Effective. If you report on more than one cycle, the highest possible rating is Exemplary. Note: While there is no expectation to report on more than one cycle, if you have engaged in more than one cycle about the same goal we strongly encourage you to include them in your report.

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: 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? Some cycles may be in previous years.

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

Question: How would you like to complete your reflection?

- ☐ Guided prompts (i.e. survey questions)
- ☐ Narrative (i.e. upload a document)

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 they are trying to achieve,
- (2) identify which dimensions of the RIT Strategic Plan your goal supports, if any

- (3) implement a strategy to achieve that goal,
- (4) measure the impact of that 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.

If you are reporting on one (1) cycle AND selected Guided Prompts:

Question: What did you do to try to achieve your goal? Describe the strategy, program or practice you implemented to make progress toward your goal or outcome.

Question: How did you know whether you had achieved your goal? 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.

If you are reporting on two (2) cycle AND selected Guided Prompts:

You indicated that your department engaged in 2 continuous improvement cycles related to the same goal. Here, you will be asked to describe both cycles, beginning with the **first cycle**.

Question: What did you do to try and achieve your goal? Describe the initial strategy, program or practice you implemented to make progress toward your goal.

Question: How did you know whether you had achieved your goal? 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 measuring the impact of any changes you made based on your findings from the first cycle. How did you know whether these changes made 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.
