Minnesota State University, Mankato
Strategic Priority
Embody Quality and Excellence in All That We Do

Charge to the Task Force
Minnesota State University, Mankato will embody quality and excellence in all that we do. The University will accomplish this be setting a clear set of goals and objectives; by measuring student learning outcomes and student satisfaction; and by ensuring that all departments are meeting academic and/or industry standards. The Malcolm Baldrige measure of excellence will serve as our benchmark.

The Charge to the Task Force is to develop a set of objectives that will accomplish the intended outcome of the strategic priority. The objectives should be accompanied by a business plan that includes estimated resource needs. The Task Force will share the draft plan internally with the University community and invite comment and discussion on the plan's objectives via open forums, e-mail, etc. A final report will be submitted to the President by February 1, 2010. He will review the objectives and invite further comment through the shared governance process. Following this period of formal review, the President will finalize the objectives for achieving the priority.

Strategic Priority
Building a Culture of Quality and Excellence

Work Group: Co-Chairs: Avra Johnson, Wanda Viento
Vicki Boruff, John Bulcock, Chris Connolly, Kim Contag, Chris Corley, Dalton Crayton, Nikki Dose, Paul Mackie, Gary McKinley, Ben Nelson, Ron Nickerson, Jacob Severson, Mitch Wallerstedt, Laurie Woodward

Goal #1: Services to clients will be student-centered and, when appropriate, student-driven.

We note that while students are the main clients, as a university we have many other internal and external clients to serve. Hence, another alternative statement might exist: We will provide excellent services to one another, to students, and to our external partners.

Objectives:
1. We will anticipate the needs of clients.
   - Example: By Spring 2011, each university department should conduct a market analysis/client survey to identify specific needs and opportunities for service.

2. We will demonstrate pride in our institution through our ability to serve our clients.
   - Example:

3. We will publicize and market the quality of our services.
   - Example: By Fall 2011, the university will provide a services page for external clients.
4. We will provide a visible and usable feedback tool for internal and external clients.
   - Example: By Fall 2011, each department (and the university as a whole) should have a web-based feedback tool.

5. We will exceed expectations wherever possible, and honor those who do so.
   - Example:

**Work Group:** Chris Corley, Laurie Woodward, Ben Nelson, Nikki Dose, Vicki Boruff

**Goal #2:** All assessment tools will be based on the best practices of industry standards.
   - All tools across the university
   - Increasing effectiveness
   - Integration of IT applications in all practices

**Work Group:** Mitch Wallerstedt, Kim Contag, and Paul Mackie

**Goal #3:** Decision making will be data driven and communication about decisions will be shared effectively.

**Objectives:**
1. Conduct a meta-analysis that includes all qualitative and quantitative data used for decision making at MSU.
2. Examine the decisions making process to ensure that appropriate data is being collected.
3. Identify and collect relevant data that is missing.
4. Identify and eliminate data that is being collected that is not being used.
5. Once appropriate data is identified for collection, share data being collected with the entire campus community.
6. Integrate data collection into the assessment and decision making process.

**Work Group:** Chris Connolly, John Bulcock, Ron Nickerson, Jacob Severson

**Goal #4:** MSU, Mankato will develop and implement protocol to continuous quality improvement.

**Quality Standards**
- Process to drive continuous quality improvement
- MSU, M Niche

**Work Group:** Dalton Crayton, Ron Nickerson, Gary McKinley
Next Steps

Needed for each area
- Existing Assessment data
- How info is shared and/or could be shared effectively
- Process to use data for decision making
- What data gaps exist and how to fill them
- Evaluation of goal area

Each workgroup is establishing a set of measurable objectives for the goal to the next task force meeting on Monday April 19.

Task force will integrate the work of the groups into a set of doable, measurable goals and objectives.