SAINT LUKE’S COLLEGE’S QUALITY SYSTEMS MODEL

Phase 1: STRATEGIC CONTEXT

- MISSION
- VALUES
- ENVIRONMENTAL SCAN
- INTERNAL CAPACITY
- STRATEGIC OBJECTIVES
- STRATEGIC ADVANTAGES
- DECISION DRIVERS
- VISION

Phase 2: STRATEGY REFINEMENT

- COURSES--QM
  - COURSE OVERVIEW
  - OBJECTIVES
  - ASSESSMENT
  - MATERIALS
  - ACTIVE LEARNING
  - TECH-NOLOGY
  - LEARNER SUPPORT
  - ACCESSIBILITY
- SERVICES--SSPP
  - KQIs
  - GOALS & TARGETS
  - ASSESSMENT
  - ACTION PLAN
  - TRENDS
  - IMPROVEMENTS
  - STRETCH GOALS

Phase 3: EXTERNAL VALIDATION

- ACCREDITING TEAMS
- STATE BOARD OF NURSING
- MQA
APPROACH, DEPLOYMENT AND RESULTS

• Approach
  – Repeatable
  – Uses data
  – Focus on prevention, improvement

• Deployment
  – Key processes
  – Students, stakeholders, all interactions

• Results
  – Most important for thriving
  – Value added