

## **Glossary of Terms**

**AQIP** – Academic Quality Improvement Program

**Action Projects** – A set of projects used to embed quality principles in organizational performance.

**BI** – Breakthrough Initiatives are Schoolcraft's Action Projects.

**BPIs** – Business Process Improvements

**CCFSSE** – Community College Faculty Perception of Student Engagement

**CCSSE** – Community College Survey of Student Engagement

**CRSDE** – Consortium for Student Retention Data Exchange; engaged in defining student success using some of Adelman's material. Rob is a member of the Steering Team.

**Environmental Scanning** – The collection and evaluation of data and information from the industry's environment that can influence the organization's strategies.

**GRIN** – Genetics, Robotics, Information Technology, Nanotechnology

**Kansas Study** – Measures comparative operational data.

**KPIs** – Key Performance Indicators

**Performance Architecture** – A system of processes and tools designed to aid in the collection, analysis, application and dissemination of data and information to make decisions, drive continuous improvement and innovation, and create knowledge.

**NCCBP** – National Community College Benchmark Project; engaged in defining student success through a variety of models.

**Noel-Levitz** – Student Satisfaction Survey and Faculty/Staff Perception; provides gap analysis.

**PEAQ** – Program to Evaluate and Advance Quality

**PPMs** – Process Performance Measures are key process points that impact the ability to achieve KPI's.

**SEM** – Strategic Enrollment Management

**SENSE** – Survey of Entering Student Engagement

**STEM** – Science, Technology, Engineering, Mathematics

**Systems Thinking** – A conceptual framework and body of knowledge and tools that produce the ability to better analyze, understand and manage systemic interconnectedness and complex organizational dynamics. It helps expose linkages and interactions between elements in the system. Other terms in the systems thinking lexicon are organizational learning, personal mastery, mental models, shared vision, and patterns of events.

**TQM** – Total Quality Management is a management theory whose underlying principle is that all activities and operations of any organization should be focused upon discovering and meeting the needs of the customers, as presented by W. Edwards Deming.

**WIDS** – Worldwide Instructional Design System