

## Definitions and CQI Terminology

**Continuous Quality Improvement** is the integrated, continuous enhancement of KCC's programs, systems and processes that support the College's mission and strategic priorities. Continuous quality improvement is the means to the end goal, which is institutional effectiveness.

- **Instructional Process**

An *instructional process* is one that directly results in student learning.

Instructional processes are measured by establishing student learning outcomes and collecting data to document whether or not students have achieved those outcomes.

- **Assessment**

An ongoing process aimed at understanding, documenting and improving student learning.

- **Non-instructional Process**

A *non-instructional process* is one that indirectly supports student learning. Non-instructional processes are measured by setting benchmarks and collecting data to document whether or not those benchmarks have been achieved.

- **Continuous Improvement**

Continuous improvement is the assessment of non-instructional objectives.

### **Stakeholders**

*Stakeholders* are internal or external individuals or groups who have an interest in the college's activities.

- *Internal stakeholders* are those who are a part of the college and act within the college—including students, faculty, staff, administrators and the board of trustees.
- *External stakeholders* are those who are affected by the college's decisions and activities but who are not formally part of the college—including community groups, educational institutions and other private/public entities.
  - *Community groups* include prospective students and their parents, taxpayers, civic groups, municipalities and news media;
  - *Educational institutions* include secondary schools and guidance counselors, other colleges and universities, accrediting bodies and agencies governing higher education;
  - *Other private/public entities* include the alumni, employers, vendors, donors, grant-making bodies, policy-makers and legislators.