Five Dimensions of Quality
A Common Sense Approach to Accreditation & Accountability

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Focus & Aspiration

Purpose: Who are you?

Goals: Where are you going?

Plans: How will you get there?
• Mission
  – *Essential activities*
  – *Distinctive traits*
  – *Underlying values*
  – *Target clientele*

**Purpose:** Who are you?
Goals: Where are you going?

– Quality, not quantity
– Significant & aspirational
– Student & stakeholder needs
– Public good
Plans: How will you get there?

- Focused & limited
- Integrated
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Evidence

Improvement
• Useful
  – What is useful to your stakeholders?
  – Tie evidence to key goals.
  – Aim for reasonably accurate & truthful evidence.
• Targets for success
  – Justifiable
  – Rigorous
  – Consistent across venues, modalities, levels
• Transparency: Share evidence clearly & readily.
  – *Organized around key points people want & need to know.*
  – *One size does not fit all.*
  – *Easy to find*
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Evidence

Betterment
Betterment

- Use evidence to inform
  - Goals & plans
  - Targets
  - Budget decisions
• *Shared collegial governance*
• *Respect*
• *Communication*
• *Collaboration*
• *Leadership capacity & commitment*
• *Growth & development*
Relevance

• Integrity
  – *Put your students first.*
  – *Meet stakeholder needs*
  – *Keep your promises*
  – *Serve the public good*
  – *Do the right thing*
• Stewardship
  – Ensure your college’s health & well-being
  – Put your money where your mouth is
  – Monitor the impact of your investments
  – Deploy resources efficiently
• Accountability
  – Demonstrate that you are
• Ensuring quality
• Meeting your responsibilities
• Cultures of quality
  – Pervasive
  – Sustained
For More Information

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