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## Continuous Quality Improvement at UNO

University Communications  
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## Continuous Quality Improvement at UNO

2016/05/11

contact: Kayce Vaverek

email: [kvaverek@unomaha.edu](mailto:kvaverek@unomaha.edu)



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Continuous Quality Improvement is a simple phrase that describes what we've been doing at the University of Nebraska at Omaha (UNO) for quite some time, using data to uncover ways to improve our programs, services, and processes. This term is used in business, higher education, health care, and many other industries. At UNO, it describes the ongoing improvement process we're using to achieve and maximize our three over-arching goals – being student centered, academically excellent, and engaged with the

community.

## How It's Being Applied At UNO

Continuous Quality Improvement is happening all the time on our campus, even if we do not recognize or label it as such. Something as simple as creating a committee to study and address a problem can be an example of Continuous Quality Improvement. More specific examples follow.

**EXAMPLE 1:** About two years ago, the Office of Military and Veteran Services surveyed all military, veteran, and dependent students at UNO. The survey revealed some students were struggling in their math classes. To address this concern, the office implemented a tutoring program. Pass rates have since increased by 25 percent.

**EXAMPLE 2:** This year, Accounting Services worked with Nelnet to establish a tuition and fees payment plan that will be offered to students in Fall 2016. Accounting Services recognized a need for this service after receiving requests from students and parents.

**EXAMPLE 3:** The institution's long-standing Academic Program Review process makes use of an ongoing cycle of quality assurance that involves: 1) department/school preparation of a self-study, 2) designation of an external team that reviews the self-study and conducts a visit, 3) findings and recommendations from the team, and 4) department/school follow-up to the team recommendations.

## Why It's Important To Document

Standards for post-secondary institutional accreditation, as well as those for most program-specific accreditations, are placing greater emphasis on the institution's or program's ability to demonstrate use of Continuous Quality Improvement. Accrediting bodies want documentation that a college, university, or academic department uses effective and research-based processes in deliberations.

## What We Need From You

UNO hopes to become more explicit about its use of Continuous Quality Improvement, and we need your help to accomplish this goal. Going forward, please apply this concept in new settings, implement training and coaching to encourage this idea, and make an effort to document how it's being used to support a better UNO.

Have a story you’d like to share about how your college, department, or academic unit has used Continuous Quality Improvement to improve a program, service, or process at UNO? We want to hear from you! Submit your story to the Maverick Daily at [maverickdaily@unomaha.edu](mailto:maverickdaily@unomaha.edu).

View the [Model of Continuous Quality Improvement](#) here.

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If you have a story idea, news tip or inquiry please contact:  
Charley Reed, Associate Director of Media Relations, University Communications  
[unonews@unomaha.edu](mailto:unonews@unomaha.edu) • 402.554.2129

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University of Nebraska Omaha, 6001 Dodge Street, Omaha, NE 68182

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