

February 03, 2009

## Leveraging Excellence Award Winners to be Featured

Innovative projects from the Retail Alliance, a business confederation of universities, and from the Wisconsin Center for Educational Research, University of Wisconsin-Madison, are winners of the 2009 Leveraging Excellence Award bestowed by NCCI. [Read more.](#)

## A Sneak Peak at the NCCI Membership Survey Results

In November, NCCI conducted an electronic membership survey to learn more about member interests. While survey results are not yet final, a preliminary look at the responses paints an interesting picture of the organization and its members. [Read more.](#)

## UW-Stout Launches Applied Research Center to Help Universities with Survey Needs

Staff members of the University of Wisconsin-Stout Office of Budget, Planning and Analysis have a reputation for conducting precise and valuable surveys on campus. [Read more.](#)

## Using a Project Charter

Getting project management fundamentals right can enhance continuous improvement efforts. Developing a project charter is a good first step. [Read more.](#)

## Improving Continuous Improvement

On too many university campuses, writes NCCI member Ruth Johnston of the University of Washington, continuous improvement has focused narrowly on single-owner processes or taken a conservative, "good enough" approach. In a recent essay for "New Directions in Planning," the online companion to *A Guide to Planning*, published by the Society for College and University Planning, Johnston looks at new directions for continuous improvement in higher education and outlines principles for quality improvement used at the University of Washington. Click [here](#) to read her essay.

## Rutgers University Launches Continuous Improvement Newsletter

The University Center for Organizational Development and Leadership at Rutgers University announces a new online newsletter entitled *ODL.edu*. Dr. Brent Ruben, Executive Director of ODL, explains that the newsletter is designed to inform both the Rutgers community and those at other colleges and universities about continuous improvement in higher education and to illustrate the outcomes of successful organizational development initiatives. The newsletter, available online only, will be distributed twice each academic semester. Anyone who would like to be added to the mailing list can do so by following a link provided in the newsletter. The initial issue of *ODL.edu* can be viewed by clicking [here](#).

## 10th Annual Conference Registration to

## Upcoming Events

### NCCI Pre-Conference Workshop and Concurrent Session at ACE Annual Meeting

Washington, D.C.

February 7-10, 2009

You can register on site for NCCI's preconference on February 8 - \$275

[Full program](#)

### NCCI's 10th Annual Conference

A Decade of Excellence: Looking Back, Moving Forward!

June 25-27, 2009

Hilton Boston Back Bay  
Boston, MA



## New Member Profile



New NCCI member Wayne Foraker is the senior director of the Office of Institutional Assessment for the University of Phoenix Central Administration Headquarters in Phoenix, Arizona. During his 15 years with the university, he has served in a variety of

administrative capacities such as senior director of Institutional Research Operations and director of Library Operations. Wayne was also a past vice president of the school's non-profit library board and is an examiner for the Arizona Quality Alliance, the state's quality awards program.

Currently, Wayne spearheads continuous quality improvement initiatives for the university by providing leadership in the implementation of state and national Continuous Quality Improvement (CQI) models within his institution's Central Administration Academic Affairs division. In a recent conversation, he explained that the mission of University of Phoenix is to "provide access to higher education opportunities that enable students to develop the knowledge and skills necessary to achieve their professional goals, improve the productivity of their organizations, and provide leadership and service to their communities."

Because the University of Phoenix is the largest

Open Soon



The focus of this year's conference is leading institutional change in difficult times with how-to-sessions to include using lean to build effective, efficient processes and developing student leaders. Three pre-conference workshops and 20 concurrent sessions will be offered. Confirmed speakers include Dr. Robert A. Brown, President of Boston University, David Ward, Past President of the American Council on Education and the 2009 Leveraging Excellence Award winners. Don't miss this exciting conference!

private accredited university in the nation, with a global community of students, staff and faculty, "the use of quality models is crucial to achieve and document our levels of access, accountability, quality and affordability," Wayne says. "NCCI's commitment to excellence in higher education by promoting continuous improvement across all academic and administrative functions is vital for a quality experience at any higher education institution." Wayne believes that the culture within higher education is evolving to one that is strongly evidence-based. "NCCI supports that evolution and its influence on the continuous quality landscape with its focus on the leveraging of processes for the benefit of the entire higher education community," says Wayne.

Outside of his professional life, Wayne is an avid runner who enjoys 10k races and has played amateur competitive tennis since childhood. He can be reached at University of Phoenix  
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