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# **Innovative Curricular Models: Innovative Assessment Approaches Symposium**

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**Continuous Quality Improvement Based  
Course Evaluations:  
Intended and Unintended Consequences**

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# Continuous Quality Improvement (CQI)

- **W. Edward Deming and Quality Principles**



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# **Continuous Quality Improvement (CQI) Definition**

- **CQI is a team based management strategy that emphasizes the improvement of the process an organization uses to deliver its product .**
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# Continuous Quality Improvement (CQI) Definition

- CQI is a team based management strategy that emphasizes the improvement of the process an organization (Medical School) uses to deliver its product (curriculum).
  - It is a process of constructive self-study
    - Students
    - Course Directors
    - Faculty
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# CQI Process

- It involves all students as active participants in their educational program
  - A smaller group of students is formed for each course to serve as CQI Team Leaders.
  - The CQI Team Leaders meet with Course prior to the start and for the duration of the course to discuss commendations and concerns.
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# CQI Process

- **Class ongoing feedback is collected via**
    - **Forms filled and placed in the CQI box at the back of your classroom**
    - **Posts to the CQI discussion board on Blackboard.**
  - **All students electronically complete end of course evaluation**
  - **A copy of the report with all student comments is distributed to Course Director(s) and the CQI team.**
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# CQI Process

- **The team reads all student responses and summarizes the main ideas of the report in a consensus report.**
  - **Edited (certain names blocked out) and unedited versions of the CQI consensus report are distributed faculty.**
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# CQI Process

- **Course Director debriefs the Curriculum Council and incorporates the views of the students as reported in the consensus report.**
  - **Past and current CQI reports are placed on reserve in the library**
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# CQI Course Evaluation

Summer

- Identify MS-II student coordinators
- Training

Orientation

- Introduce CQI to MS-I students

Volunteers

- Form CQI team leaders
- training

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# CQI Course Evaluation

CD introduces team to class, monitor electronic discussions


Schedule regular meetings

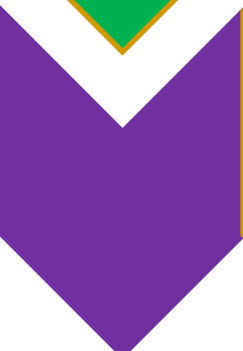
Ensure posting of course surveys

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# Course Ends

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- Monitor completion of CQI surveys
  - Download results

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- Meet with team leaders & student coordinators
  - Provide template & guidelines to write consensus report

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- Send letter and evaluation to CD
  - Send letter and evaluation to all faculty

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# **CQI Course Evaluations Intended Consequences**

- **Just in Time feedback**
- **Meaningful, constructive evaluation**

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# **CQI Course Evaluations**

## **Unintended Consequences**

- **Students learned to function as part of a team**
- **Students learned how to provide objective constructive feedback**
- **Students recognized the importance and responsibility of providing feedback**

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# **CQI Course Evaluations**

## **Unintended Consequences**

- **Positive impact on increased awareness of professionalism and professional behavior**
- **Positive understanding on better understanding of students on how the academic world functions**
- **Students ownership of curriculum**