Quality Quotes: AQIP News You Can Use (Vol. 2)
05/24/2016

In November, Highland will submit a report (also known as a "portfolio"—about 110 pages). In this report, we'll include sections on

1. **Helping Students Learn**
2. **Meeting Student and Stakeholder Needs**
3. **Valuing Employees**
4. **Planning and Leading**
5. **Knowledge Management (IT) and Resource Stewardship (Finance)**
6. **Quality Overview**

In this edition of *Quality Quotes*, we'll look at some of the questions that "Meeting Student and Stakeholder Needs" team will answer in Section 2.

What needs do our students have *outside the classroom* to help them succeed at HCC?

Do all students receive the services they need, no matter *where* (geographic location) and *how* (in person, online, in their high schools, evenings, weekends, days) they take classes?

Why do some students decide to stay at Highland to earn a degree, while some leave before meeting their goals?

What other stakeholder groups, such as alumni, employers, community members, and family members, do we serve?

How well do we receive and resolve student complaints? How about violations of student conduct rules, such as drug and alcohol use, academic dishonesty, bullying, and other behaviors that affect learning, safety, and health?

How does Highland form partnerships with community groups, and how do we know if these partnerships are successful?

Team 2 is gathering data through student and community satisfaction surveys, observation and training for staff who provide student services. They also research new ways to help students who need to improve their academic and personal behavior choices.

Success is no accident. It is hard work, perseverance, learning, studying, sacrifice and most of all, love of what you are doing or learning to do.

Pele   http://www.brainyquote.com/quotes/quotes/p/pele737774.html