

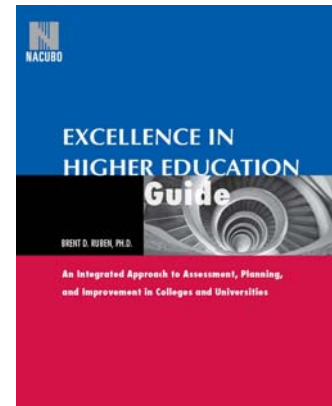
The CSU Quality Improvement Program is pleased to announce
Excellence in Higher Education (EHE): An Integrated Approach to Assessment, Planning, and Improvement in Colleges and Universities

November 17-18, 2008, at San Diego State University 5500 Campanile Drive San Diego CA 92128-8045 Extended Studies Bldng. Room# 206

EHE links the widely accepted Malcolm Baldrige performance excellence process with the standards and language of accreditation to provide a comprehensive framework for organizing assessment and improvement. The approach can be applied at the department, division, or entire organization level and is applicable in administrative, student affairs, service, and academic areas.

In this hands-on, highly interactive workshop you will learn how to

- Integrate self-assessment, performance measurement, and strategic action planning
- Use EHE to address issues of accountability, transparency, assessment, and efficiency
- Identify strengths and improvement needs in seven well-defined criteria
 - Leadership
 - Purposes and plans
 - Beneficiaries and constituencies
 - Programs and services
 - Faculty, staff, and workplace
 - Assessment and information use
 - Outcomes and achievements



Who Should Attend:

- Chief/executive business / academic officers
- Associate and assistant deans & vice presidents
- Directors of academic and business units
- Planning, assessment, continuous improvement, organizational development and institutional research staff.

Cost: Early bird Full CSU QI Program Participating Campus - \$ 595 (Before Oct 17th, 2008)
Standard Full CSU QI Program Participating Campus - \$ 645 (After Oct 16th, 2008)

Early bird Non-CSU QI Program Participating Campus - \$ 675 (Before Oct 17th, 2008)
Standard Non-CSU QI Program Participating Campus - \$ 725 (After Oct 16th, 2008)

([Link](#) to a list of full participating campuses)

Instructor: Brent D. Ruben, PhD, author of Excellence in Higher Education. Distinguished professor of Communications, and Executive Director of the Center for Organizational Development and Leadership at Rutgers University.

Participants will be sent supplemental reading and a case study to review prior to program.

Registration and Additional course information EHE at: <http://www.calstate.edu/qi/>

Questions contact Ken DeVane at kdevane@calstate.edu or Larry Kimaara at lkimaara@calstate.edu
