

## CHICAGO STATE UNIVERSITY CONTINUOUS IMPROVEMENT SELF-ANALYSIS WORKSHEET

(Adapted from the Malcolm Baldrige Award, "Key Opportunities for Improvement Process")

While insights gained from external examiners or reviewers are always helpful, we know our organization better than anyone. We are currently in an excellent position to identify our organization's key strengths and key opportunities for improvement (OFIs). Having just completed our HLC Self-Study, we can now accelerate our improvement journey by doing a self-analysis of our responses to all seven Criteria categories using this worksheet.

Start by identifying one or two strengths and one or two OFIs for each Criteria category. For those of high importance, establish a goal and a plan of action.

Criteria Category	Importance High, Medium, Low	For High-Importance Areas			
		Stretch (Strength) or Improvement (OFI) Goal	What Action Is Planned?	By When?	Who Is Responsible?
Category 1—Leadership					
Strength					
1.					
2.					
OFI					
1.					
2.					
Category 2—Strategic Planning					
Strength					
1.					
2.					
OFI					
1.					
2.					
Category 3—Customer Focus					
Strength					
1.					
2.					
OFI					
1.					
2.					
Category 4—Measurement, Analysis, and Knowledge Management					

*[DEPARTMENTAL ANNUAL PLANNING SELF-ANALYSIS WORKSHEET  
(DISCUSSION DRAFT FOR PRESIDENT EXECUTIVE COUNCIL)]*

July 18, 2012

Criteria Category	Importance High, Medium, Low	For High-Importance Areas			
		Stretch (Strength) or Improvement (OFI) Goal	What Action Is Planned?	By When?	Who Is Responsible?
<i>Strength</i>					
1.					
2.					
<i>OFI</i>					
1.					
2.					
Category 5—Workforce Focus					
<i>Strength</i>					
1.					
2.					
<i>OFI</i>					
1.					
2.					
Category 6—Operations Focus					
<i>Strength</i>					
1.					
2.					
<i>OFI</i>					
1.					
2.					
Category 7—Results					
<i>Strength</i>					
1.					
2.					
<i>OFI</i>					
1.					
2.					