

QUALITY REPORT SYNOPSIS
FY 08/09

Utah Valley University

College of Technology and Computing

Emergency Services Department

Institute of Emergency Services and Homeland Security

Utah Fire and Rescue Academy

The basics

The quality program for The Emergency Services Department (ESD) is a relatively new program; it came on line late in 2006. It is the basis of the program to gather and report data on ESD adjunct employees, courses, customer complaints and program area issues.

The Emergency Services Departments quality program is based upon the Baldrige System. The Baldrige system includes seven areas;

Leadership, who will support and drive the quality effort

Information and Analysis, Determine how the data will be used

Customer Focus and Satisfaction, what is important to our customers and how is it measured

Strategic Planning, what documents direct the quality effort (*The Strategic and Operating plan*)

Human Resource Development and Management, almost exclusively driven by UVU

Process Management, develop, design, modify and or refine areas in need

Business Results; look for level, trend, and variability in statistical data

Risk Assessment/ Safety Management is also included but not part of the Baldrige System

Statistics for Fiscal Year (FY), 2007/ 2008 and 2008/ 2009

Total class approval rate for FY 07/08 was 89.50%, total class approval rate for FY 08/09 was 89.40%, a difference of -0.10

Total instructor approval from classes for FY 07/08 was 92.25%, total instructor approval from classes for FY 08/09 was 91.70% a difference of -0.55%

There was a decrease in both class and instructor approval rating for FY 07/08 to FY 08/09, -0.10 and -0.55. Each decrease being less than 1/100th of a point is not cause for alarm however ESD prefers to see the approval rating closer to 90th percentile and above. There is nothing in the class evaluations to indicate the reason for the drop in approval rating. It is the opinion of the quality office; it may possibly be the students have become accustomed to the new evaluation process and are more likely to be truthful in their answers. The new evaluation process requires all class instructors leave the room while evaluations are being filled out. The evaluations are collected and the security envelope sealed before the instructors are able to return to class.

Adjunct evaluations; For FY 08/09 Certification manipulative were 94.64%, Certification written 83.81% and Instructors (separate from class evaluations) were 97.15%. There is not comparative data at this time.

Total other issues FY 07/08 were 23 and for FY 08/09 were 28, an increase of 8.21%. The greatest reason for the increase was student and employee accidents and injuries. So far this fiscal year (October 1st) we are at 0.