



# Networking Groups Need Participation and Cultivation

By Norma Simons

*Everyone is aware of the challenges facing education today. It is therefore critical that we rethink the processes and systems that will ensure effective outcomes. Albert Einstein once said, “no problem can be solved from the same level of consciousness that created it, we must learn to see the world anew.”*

Last year the Education Division created a group of networks - they are:

- K-12
- Higher Education
- Workforce Development
- Public Enterprise and Public Education
- Malcolm Baldrige National Award
- STEM

## Network for K-12

The K-12 network of the ASQ Educational Division is designed to facilitate the sharing of best practices in a collaborative space to explore innovating strategies in the spirit of continuous improvement. Participants in the network will access to other K-12 practitioners who are pursuing a similar improvement journey through the use of quality tools and processes. If you are interested in the K-12 network, please contact Dr. Jay Marino at [jmarino747@gmail.com](mailto:jmarino747@gmail.com).

## Network for Higher Education

Quality and Continuous Improvement in Higher Education is still in the formative stages, so this is the best time to be part of our group. Journey with us in promoting the best practices and learning new approaches in this exciting field. By being a part of this group, you will be able to participate in our learning activities and information sharing during our virtual meetings, prepare a table during ASQ Education Division Annual Conference, and a lot more. If you are interested in joining this group, please contact Jonathan Candari at [Jonathan.Candari@tccd.edu](mailto:Jonathan.Candari@tccd.edu).

## Network for Workforce Development

The Workforce Development network aims at bringing together individuals in the Education Division who work to promote the use of quality concepts to drive continuous improvement in organizations. This group will share ideas and develop activities which can be used in several situations. If you are interested in joining this group, please contact Soma Grover by email at [somabhasin@gmail.com](mailto:somabhasin@gmail.com).  
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## Inside This Issue

### SPECIAL INTEREST:

This publication is dedicated to Norma Simons, former Education Division Chair

Join a Networking Group Today! Featuring the STEM Network

Highlights from 2018 WCQI

Former division leaders in Quality Progress

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## Chair's Chat

The Education Division is needed now more than ever!

Let me start by expressing my deepest thanks to Norma Simons for her service to the Education Division as Chair for the first six months of 2017. Norma stepped down from this leadership role to focus on her daughter's health needs. Norma, we all wish you the very best and appreciate the inclusive leadership style you championed. Likewise, let me express thanks to our immediate past chair, Belinda Chavez, who has served the division faithfully as both chair-elect and chair and has done so much to help the division while Norma worked with both family issues and division matters.

Stepping in as Division Chair, I observe that there are five areas where we will work to serve our division members through the rest of 2018 and on into 2019. First, we will sustain our flagship publication, *Quality Approaches in Education*. This publication provides a platform for division members to share work related to quality issues within all dimensions of education. Second, we will work with ASQ headquarters as they marshal their resources to enhance the ASQ member experience. Third, we will continue to work with ASQ resources to provide our members with a newsletter that provides timely and relevant information about division activities and information about quality in education. Our fourth area of emphasis will be to maintain a robust presence at the World Conference on Quality and Improvement (WCQI), which will be in Fort Worth in 2019. Our final area of emphasis will be to nurture the networking initiative that Norma Simons initiated.

These five initiatives have the opportunity for significant synergy. Networking groups involved in K-12, workforce development, higher education, STEM, Baldrige, and P2E2 should be able to provide information through the newsletter, conduct discussions through the division web site, encourage publications in QAE, and collaborate to present papers at WCQI. Our Sunday afternoon division meeting at WCQI in 2019 will serve as a brief business meeting, but mostly be devoted to an opportunity for networking groups to engage.

With so much change going on in the broad field of education, we need the Education Division now more than ever. This division is the only education-related organization centered around the quality discipline in the United States. While many other organizations advocate for a wide range of policies and positions, we are grounded in a philosophy and in methodologies that actually work. Our members teach quality methods in the workplace, at community colleges, colleges and universities. Our members use quality methods to improve classrooms, schools, school districts, colleges, and universities. We serve as force multipliers who do this work because we know these methods are effective and can transform our workplace and educational systems.

I encourage each of you to become involved with a networking group, share your ideas and experiences with one another, provide information through the newsletter and web site, and share your research through QAE. Together, we can improve our nation's educational systems and provide a more knowledgeable workforce to expand our economy.

John R. Dew, Education Division Chair

## Editor's Corner

As the "Acting" QED Newsletter Editor, I would like to dedicate this long-needed publication to our previous division Chair, Norma Simons. Norma and I worked closely together through two very satisfying years of the division's Quality Education Conference & Workshop (QECW). We stood by and supported each other through the challenges of planning and conducting the 2015 and 2016 QECWs. We both knew it would be a struggle, but believed the effort would be fruitful for our members and non-members. Proving to provide the most excellent program ever (in our opinions), although conference attendance was low, ratings of our speakers and the entire event were extremely high. However, because of the low attendance and the division financial position, we sadly had to resign ourselves to end the QECW. We became sisters and continued to stand by each other through job changes and family tragedies (we both lost our beloved mothers, as did our division Secretary, Gina Hare).



Norma experienced another life-changing event when her precious daughter, Felicia, experienced a brain aneurysm and series of strokes. This awful tragedy brought out the resilience and strength of both Norma and her daughter. I invite you to read a story about Felicia's experience that was published in *Hometown Life* (<https://bit.ly/2NKSUgw>).

Please remember Norma and Felicia in your thoughts and prayers as they continue their healing and growing journey.

Now on to Education Division news. As John mentioned in his Chair's Chat, the division is working on providing more frequent and relevant information about division activities and sharing information about quality in education. With this long-needed publication, we provide you with some details of the STEM Network, highlights from the 2018 WCQI, results of our 2017 division satisfaction survey, and highlights from a *Quality Progress* article published by former division member leaders.

Your comments are welcome as are any newsworthy and informative articles. The division newsletter consists of articles and news from the division members and member leaders. Please submit your comments and articles to me at [chavezb1@peoplepc.com](mailto:chavezb1@peoplepc.com) for consideration in a future newsletter.

Belinda Chavez, Past Chair and Acting QEDNews Editor



Dr. John R. Dew



Belinda Chavez



# The STEM Network – Reigniting the STEM Agenda

By Terri T. Shower, Ed.D.

The Education Division's STEM Agenda aims to improve STEM education in K-12, higher education, and the workplace through networking, collaborating, and integrating quality ideas. In 2009, the Education Division expanded with the celebration of Engineers Week as a STEM Outreach activity. In 2011, the Division held its first STEM education conference, Advancing the STEM (Science, Technology, Engineering, and Mathematics) Agenda. The succeeding division conferences of 2012, 2013, 2015, and 2016 spurred the interest of individuals from educational institutions, industry, and other participants, resulting in conversations of furthering STEM education and increasing the number and diversity of STEM employees.

The Division sponsored book, *Advancing the STEM Agenda: Quality Improvement Supports STEM*, included a compilation of papers from the 2011 STEM conference presentations. The book served as an important resource for educators, businesses, and stakeholders with a focus on enhancing STEM education while ensuring continuous quality improvement. Thus, the work of the Education Division has not only broadened networking opportunities and communication about STEM education among key stakeholders in K-12 schools and higher education, but it has helped to increase diversity within its membership.

Today, one of the major focus areas of the Education Division is reigniting its agenda on STEM Education by fostering the STEM Network Group. This network is one of six networks of the ASQ Education Division. Active members of the STEM Network include: Cindy Veenstra, Bethany King Wilkes, Andrew Watson, Jill Brooks, Donna Gomes and Maria Hartman. These members share more than just a passion for STEM and after a few discussions, the team is exploding with enthusiasm and numerous relevant ideas for reigniting the STEM Agenda.

The following issues are key areas of interest to the group and target educational practices on the secondary level and higher education:

- K-12 Students achieving in mathematics
- Women in computer science
- Keeping middle and high school students focused on STEM careers
- The type of parental advice needed when planning for college courses leading to STEM careers
- The role of parents for students in STEM and STEAM (STEM + Arts)
- Women and minorities in STEM
- The problem of girls turned off to STEM in middle school



- STEAM opportunities available for middle and high school students

The group will continue to explore these topics and similar ones before finalizing a plan of action. Meanwhile, we encourage members to join the Advancing the STEM Agenda LinkedIn Group (<https://www.linkedin.com/groups/4541715>) and post relevant articles on improving STEM education.

The STEM Network group is committed to the revitalization of Advancing the STEM Agenda. Dr. Terri Showers, the STEM Network leader, believes continued collaboration among the members in conjunction with the aforementioned areas will serve not only as a springboard to help focus the team but also as an avenue to develop the team's vision. Dr. Showers would like to invite other individuals who share both the passion and desire to consider serving on this team.

#### About the author

**Terri T. Showers, Ed.D.** is an educator with more than 25 years of experience. She has presented at educational workshops and conferences on the local, regional, and national levels including a keynote speaker for the 2016 Quality Education Conference & Workshop. Currently, Dr. Showers is helping to move science education forward with the implementation of the Next Generation Science Standards in Anne Arundel County Public Schools in Annapolis, Maryland. She can be contacted at [tshowers@aacps.org](mailto:tshowers@aacps.org).



# Networking Groups

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## Network for Public Education to Public Enterprise

Public Education to Public Enterprise is a practical application and integration of quality thinking which may transform the way the K-12 schools interact with all stakeholders. When you are part of a larger coalition of business, not-for-profit, government, peers and higher educational institutions, exceptional opportunities are presented. Based upon an actual success story, this strategic approach outlines a transformational process which may be vital to engage current and new partners to create opportunities for funding, support and resources.

Through strategic application, it is possible to create experiential Science, Technology, Engineering, Art and Mathematics (S.T.E.A.M.) learning experiences for students during and after school, community experiences and education tailored to community expectations through a common mission statement supporting wellness. If you are interested, please volunteer to work with this group to build Public Education to Public Enterprise networks and best practices to further develop and advance this effort to improve quality in education. If you are interested in participating, please contact Robert Nickerson at [Nickersaz@gmail.com](mailto:Nickersaz@gmail.com).

## Network for Malcolm Baldrige Quality Award

Education Division members interested in collaborating regarding furthering the use of the Malcolm Baldrige Quality Award in education are invited to participate in the Baldrige in Education Network. The network is being facilitated by Dr. John Dew, an ASQ Fellow and former Judge in the Baldrige program. If you are interested in participating, contact John at [jrdew@troy.edu](mailto:jrdew@troy.edu)

## Network for Science, Technology, Engineering and Mathematics (STEM)

Do you have an interest in discussing innovative ways to reignite the STEM platform of the ASQ Education Division? If so, consider joining the STEM Education Division Network, facilitated by Dr. Terri Showers, ASQ member and a science educator, at [tshowers@aacps.org](mailto:tshowers@aacps.org).

We look forward to your support of the Education Division and your continued involvement and commitment to enhancing the Quality concepts in Education.

# Stately Manner

## State and regional Baldrige programs highlighted in Quality Progress

Still very relevant today, Cindy Veenstra, former division chair, and Julie Furst-Bowe, former division higher education chair, published "Stately Manner" in the April 2017 issue of ASQ's *Quality Progress*, discussing the important role of state and regional Baldrige programs in mentoring organizations in their quality and Baldrige journeys. The authors write:

*"State and regional Baldrige programs were established with a goal of advancing organizational excellence and competitiveness in their states and regions through their recognition award and training programs. These programs help many local organizations begin and continue their performance excellence journeys. They are committed to offering organizations a wide range of quality educational programs and services: Baldrige criteria training, applicant training and examiner training, as well as other training in many quality-related topics geared toward specific sectors."*

The article highlights the Wisconsin Center for Performance Excellence as an example of work and activities typically supported by Baldrige state and regional programs. In support of more schools and colleges using the Baldrige excellence framework in their quality and continuous improvement journeys, the article also showcases the success story of the Pewaukee School District (WI) as a recipient of the Wisconsin Center for Performance Excellence's award. Pewaukee School District then continued its Baldrige journal to become a recipient of the 2013 Baldrige National Quality Award.

The article is available at <http://asq.org/quality-progress/2017/04/awards/stately-manner.pdf>

A list of state and regional Baldrige network programs are available at: <http://www.baldrigepe.org/alliance/>

# Membership Satisfaction Survey

by Eleanor Latimer, Division Voice of the Customer Chair

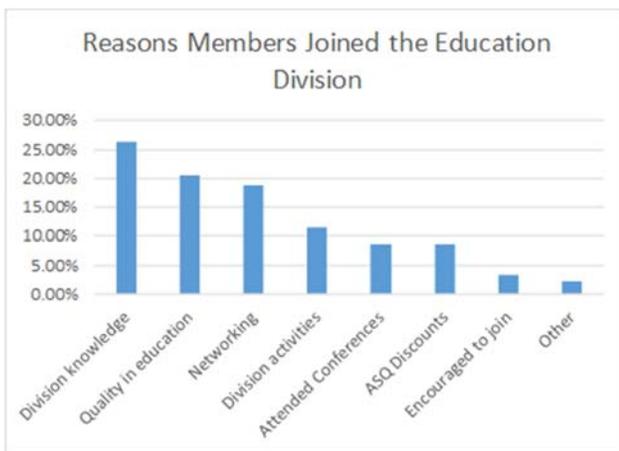
Each year the division leadership team works to solicit feedback from our members on what the division is doing well and in what areas we need to improve. We also ask members to share with us what they want from their membership and how they would like to participate in helping us achieve member satisfaction.

Historically, response to our surveys is very low based on the overall membership. It is near that time for our next division survey to be distributed and we truly hope that more members are interested in sharing their thoughts and needs with us.

Most of the respondents have been ASQ Education Division members between two and five years, the vast majority are engaged in higher education, and more than 78 percent have masters or doctorate degrees. Most are in mid-career and over 63% of respondents were male.

It is clear that most respondents are interested in life-long learning and improving education. The majority seek access to the Division's knowledge through its website, publications, library, and discussion boards.

The table below indicates the reasons members joined the ASQ Education Division.



At the same time, the majority of respondents also are pursuing quality in education by joining with other ASQ colleagues and educators and through ASQ networking opportunities. Of those who attend the ASQ annual Quality Education Conference & Workshop, they do so to network, learn new skills and/or techniques as well as participate in educational topics of interest to them.

Over 64 percent of those responding were either satisfied or very satisfied with the overall Education Division, and more than 62 percent rated the Approaches in Education Journal as very good or excellent, while 53 percent took advantage of the Education Division website.

It is clear from the respondents that there is room for improvement in the website and other channels of communication. Respondents are requesting that the website have more content relevant to higher education, more current articles, and more frequent updates and announcements. Members who responded are also looking for: more opportunities to network at Education Division conferences; more or better email broadcasts; more participation in Division activities; as well as access to Division leadership. All these will be taken under advisement in Division planning.

Respondents indicated interest in such topics as best practices for partnering between industry and school systems, identifying and promoting tried and true improvements in our education system, highlighting best practices for advisory committees on curriculum, and recognizing effective co-op and internship programs. Other suggestions included topics such as effective collaboration between higher education and industry, identifying data and quality improvement processes that have positively impacted K-12 education outcomes.

Responses from division members support the division leadership team decision to no longer offer a Quality in Education conference. The table below indicates the reasons that members do not or cannot attend division-sponsored conferences. Over 47% indicated that cost is a major contributor to why members do not/cannot attend our conferences. Without member support, it is not financially feasible to continue offering conferences.



Many thanks to those who took the time to complete the survey. Your responses are very helpful as your leadership team seeks to improve the Education Division's relevance to your work, and to bring quality tools to improve education at all levels from K-12, through higher education and within the workforce

# Highlights from the 2018 WCQI

The 2018 ASQ World Conference on Quality and Improvement (WCQI) was held April 30 – May 2, 2018 in Seattle, Washington. The theme of the conference was “*The Innovation of YOU.*” The conference focus areas included: Quality 4.0: The Future of Quality Starts Here; Risk and Change; Building and Sustaining a Culture of Quality; Quality Fundamentals in the Digital Age; and a Masters Series that provided more complex sessions with advanced content on quality methodologies, tools, and techniques from the perspective of the seasoned professional.

The division conducted its annual business meeting on Sunday, April 29, 2018, where we conducted some strategic planning for the next year. Some changes coming for 2019 include a new division website on the new MyASQ platform and more webinars sponsored by the division are being planned.

For the 2018 WCQI, we actively solicited proposals from our members for sponsorship by the division. Of the seven proposals submitted for division sponsorship, three were accepted by the Technical Program Committee.

Our division chair-elect, Beth Cudney, presented a flip session on “Using QFD for Workforce Development” that provided a detailed case study illustrating the use of QFD in Six Sigma education and training.

Craig Plain, Amazon Corporate, provided two presentations. Craig presented a very entertaining presentation titled, “Cartoons in Quality: Using Graphics to Enhance Your Work,” at an after 5 session and provided an informative session on “PechaKucha: Presenting 20 Slides for 20 Seconds Each” that provided attendees with an easy to understand methodology they could begin using immediately.

The division once again sponsored a booth in the exhibit hall and participated in the WCQI Exhibit Hall Extravaganza where many booths offered drawings for visitors to enter. The Education Division offered an Education book bundle, a \$50 Starbucks gift card, and a \$50 Visa gift card. Congratulations to the three WCQI attendees whose names were drawn for the Education Division give-aways! Pictured at the right is Mark Broeckel of Kalamazoo, Michigan who was the winner of the book bundle and Naomi Rivera Cruz who won the Visa gift card. Henry Pandes won the Starbucks gift card. Congratulations to our lucky winners and thank you to everyone that visited our booth and entered their name in the Extravaganza drawing.

The 2019 WCQI is scheduled for May 20-22, 2019 in Fort Worth, Texas. We’ve identified seven proposals for division sponsorship for next year’s conference. We hope to see more of our division members presenting at the 2019 WCQI and wish them luck during the Technical Program Committee review and selection process.

We hope to see you in Fort Worth next May!



ASQ Society Chair-Elect and former Education Division member leader, Benito Flores (left), and ASQ Society Treasurer, Francisco Santos (right), stopped by their favorite division booth in the exhibit hall. Also pictured are Belinda Chavez, division past chair, and Ross Henderson, division member, who assisted with the division booth during the WCQI opening reception on Sunday evening, April 30, 2018.



Mark Broeckel, education book bundle winner



Naomi Rivera Cruz, Visa gift card winner

# About the Education Division

## Who we are:

The ASQ Education Division informs and networks on knowledge and best practices related to Quality in Education. Our members are educators, administrators, and quality professionals throughout the world at all education levels (primary, secondary, higher education, and in the workplace).

## Our Vision:

Shape the future through Quality in Education and professional development.

## Our Mission:

To promote networking worldwide on Quality in Education including K-12, Higher Education and Workforce Development.

## Education Division Officers and Committee Chairs:

### Chair

John R. Dew, Retired  
[jrdew@troy.edu](mailto:jrdew@troy.edu)

### Chair Elect

Elizabeth Anne Cudney  
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### Quality Approaches in Education, Editor

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## Quality Approaches in Education Journal 2017 Best Paper Award Announcement

The editors of [Quality Approaches in Education](#) (QAE) are pleased to announce that the journal's 2017 Best Paper Award has been awarded to Thomas W. Gainey for his paper, "Improving Quality in Academic Units: The Important Role of Senior Surveys." Please visit our Journals library to read this paper and others at [asq.org/edu](http://asq.org/edu) (click on Journals under Quality Information).

This best paper award goes to the article that made the largest single contribution to the development or application of quality approaches in education, and was published in the 2017 *Quality Approaches in Education* journal. If you would like to contribute to the QAE journal, please read our Call for Papers and Author Guidelines. Links to these files are available on <http://asq.org/edu/quality-information/journals/>.