MEMORANDUM

TO: Alamo Colleges Family

FROM: Dr. Bruce Leslie, Chancellor

RE: Quality Texas Foundation

DATE: March 7, 2013

Today we were notified by the Quality Texas Foundation that the Alamo Colleges District Support Operations (DSO) is being recognized at the Achievement Level for the Texas Award for Performance Excellence (TAPE). The examiners who visited our DSO operations in January were particularly complimentary regarding our Strategic Planning efforts and outcomes. St. Philip’s College also received a site visit from a Quality Texas examination team in January. They, too, are being recognized at the Achievement level with special recognition for their accomplishments in Leadership, Planning, and Student Focus. Leaders from the District Support Operations and St. Philip’s will present our best practices at the Texas Quest for Excellence Conference in June.

The examiners have prepared a comprehensive feedback report outlining the District Support Operations strengths and opportunities for improvement (OFIs) in the Categories of Leadership, Planning, Customer Focus, Measurement, Employee Focus, and Operations Focus. We will receive this report at the end of March and it will be posted on Alamo Share for your review. My leadership team will use this feedback report to identify priorities for improvement in each of the Category areas. Together, we will identify strategies to reinforce our strengths and address the OFIs.

Completing the Texas Award for Performance Excellence application and site visit cycle is an important step in our journey to become the best in the nation in Student Success and Performance Excellence. Three of our colleges and the District Support Operations are now on this journey. I am so proud of the accomplishments of all employees engaged in building in cycles of improvement into our key processes and initiatives. We are using data to inform our decision-making at every level of the organization. A special thanks to our Board of Trustees for leading the way by establishing the Alamo Way.

Frank McKinney, 1955 American Olympic Champion Swimmer said, “To live an extraordinary life, you must resist an ordinary approach.” The Baldrige Criteria for Performance Excellence is anything but ordinary. The questions we are asked in the Criteria continue to challenge us to become better on behalf of our students and our community. ALWAYS INSPIRE. ALWAYS IMPROVE.

With pride,