

# Hear from your peer

What does continuous improvement mean to you?

In this infographic series, we talk to higher education professionals like you to hear varied perspectives on a host of important issues impacting colleges and universities. Read on to hear from your peer Judy J. Dix, M.Ed., Director of Educational Assessment and Accreditation.



Judy J. Dix, M.Ed.  
Director of Educational Assessment and Accreditation

**Q** How would you define continuous improvement in your own words?

**A** I think of continuous improvement in terms of trying new things and not being afraid to fail. Failure to succeed will drive ways to improve for those who are willing to take a risk.

**In the spirit of continuous improvement, a migration from Taskstream LAT to Watermark Student Learning & Licensure with Canvas integration for Gen Ed Assessment occurred over the fall 2023 and spring 2024 semesters. As a result, we saw an increase of nearly 1,000 student submissions from the prior year.**

**Q** At your institution specifically, what do you believe the purpose of continuous improvement is?

**A** To determine how best to ensure student success by examining practices, materials, and curricula using data.

**My role is always to represent the interests of the school but to also balance that with institutional requirements.**

**Q** How do continuous improvement efforts at your institution influence your role there? How does it change your day-to-day?

**A** My role is directly responsible for ensuring continuous improvement efforts within my school for school-level assessment and accreditation, as well as institutional assessment and accreditation. So, I am often representing and communicating as a liaison between different stakeholders. My role is always to represent the interests of the school but to also balance that with institutional requirements.

**Assessment professionals tend to have their own language and it is often difficult to determine the best way to communicate with others.**

**Q** From your perspective, what have been the most unexpected challenges related to continuous improvement efforts in higher ed, either generally or at your institution?

**A** Assessment professionals tend to have their own language and it is often difficult to determine the best way to communicate with others. In addition, it is difficult to get faculty to engage when they see this work as "extra" or in addition to their other responsibilities.

**Failure to succeed will drive ways to improve for those who are willing to take a risk.**

**Q** What are the most exciting or promising possibilities that you hope for from continuous improvement efforts?

**A** In the spirit of continuous improvement, a migration from Taskstream LAT to Watermark Student Learning & Licensure with Canvas integration for Gen Ed Assessment occurred over the fall 2023 and spring 2024 semesters. As a result, we saw an increase of nearly 1,000 student submissions from the prior year. This is promising, as it is indicative of Student Learning & Licensure's ease of use for students and provides faculty increased access to invaluable student performance data that informs continuous improvement efforts.

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Ready for improvement? [See more of what Watermark Student Learning & Licensure can do.](#)