Appendix A

Recording Continuous/Process Improvement Activities

It is acknowledged that academic divisions, administrative units, and/or teams at NWACC are employing a continuous improvement path that leads to improvement within the unit. The questions below were developed to guide the documentation of continuous improvement and process improvement related efforts in the various units across the campus. These reports will promote dialog amongst faculty, students, staff, and administrators through which will result in movement toward the common approach set by NWACC's selection of the AQIP path to institutional reaccreditation.

1. What process did you identify that needs to be improved? (Ongoing problem, new problem, etc.) Ability to track Step By Step Program participants
   Ability to track students with disabilities
   Ability to track students for retention purposes
   Ability to track students that are veterans
2. With what AQIP category is this problem most closely associated?
   Example (Helping Students Learn #1, Leading and Communicating #5)
   #6 Supporting Organizational Operations
3. How did you identify the problem within the process? (What data, analysis, advisory board, etc.) Dale Montgomery and Viviana Pagan (Global Communities) discussed need with Roxann Maish
   Amy Robertson-Gann (Disability Services) discussed need with Roxann Maish
   Lynda Lloyd and Lenora Sotlar (Career Center) discussed need with Roxann Maish
   Dianna Portillo (Veteran's Services) discussed need with Roxann Maish
4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.)
   Discussed Banner abilities on how to track different student populations
5. What was the intervention? (Modified procedure/process, new procedure/process, reduction of steps, etc.) New procedure/process
   Training of staff on processes
6. What was the outcome of the intervention? (Reduced time required for task, reduced errors, improved performance, reduced costs, etc.)
   Reduced time required for completion of tasks & have the ability to track different student populations
7. What was done with the results of the intervention? (Adopted/implemented the new procedure, abandoned new procedure and started again, modified new procedure and implemented, etc.) Implemented new process

8. What are your next steps? (Celebrate, monitor ongoing results, etc.)
   Processes put into Production
9. Who is the contact person for this improvement effort?
   Banner Support – Roxann Maish & LDC Staff – Dale Montgomery, Amy Robertson-Gann, Lynda Lloyd, Lenora Sotlar, Dianna Portillo & IT Staff