



## **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.) Automating the process of prospective students being able to request information online and also automating the process of pushing their data into BANNER, our SIS.
2. With what AQIP category is this problem most closely associated?  
Example (Helping Students Learn #1, Leading and Communicating #5)  
Supporting Organizational Operations #6
3. How did you identify the problem within the process? (What data, analysis, advisory board, etc.) This functionality has been available in Banner. Discussions were made with Admissions staff and the Dean of LAS.
4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.) After obtaining approval from our Dean to implement this automated process, I held meetings with IT and Admissions staff to discuss needs and content of product.
5. What was the intervention? (Modified procedure/process, new procedure/process, reduction of steps, etc.) New process/procedure
6. What was the outcome of the intervention? (Reduced time required for task, reduced errors, improved performance, reduced costs, etc.) Reduced time/work hours, reduced errors, reduced costs, and turn around time is more timely to get prospective students information sent out.
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 the new process
8. What are your next steps? (Celebrate, monitor ongoing results, etc.)  
Celebrate!
9. Who is the contact person for this improvement effort?  
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