Process Improvement Team Meeting—September 11, 2009
Greenhouse Conference Room

Present: Gina Johns, Amy Robertson-Gann, Ali McFadzen, Juanita Franklin, Tom Hale, Lenora Sotlar, Janie Todd, Raul Torres, Paul Kirkpatrick, Bruce Moses, Claudia Tonihka (Guest), Lecia Pelphrey

Action Item: We all need to continue reviewing the brochures and other materials as they are e-mailed and bring forth any questions we may have about them; questions to be answered by new subcommittees (detailed below).

Two subcommittees were created that address:

1. Tree Protocol – i.e. what information to include in the trees (using the structure Ali sent out as a base) for use in each area (i.e. Advising, Financial Aid, Admissions, Records)
    a. Members: Amy, Lenora, Tom, Paul
2. Brochure Restructuring – using the current information in the brochures but making them uniform in design/color/font
    a. Members: Ali, Juanita, Raul, Janie (ghost member – will communicate via email)
    b. Will create 2-3 templates and obtain opinions on them

We may break into these two groups in our next meeting or the meeting thereafter for these two groups to work on their tasks; Lenora/Juanita will decide during which meeting that will occur.

Action Item: When we feel comfortable with these materials, we will bring in SAAB members to evaluate them and help us create a student handbook and as well as FAQs.

Action Item: Lenora will elicit additional non-SAAB, varied (i.e. traditional and non-traditional) students to evaluate trees and brochures as well.

-Update on previous action items:

1. Campus map update – Project is in the hands of Amy Bensinger to take to her CAD students to create.
2. Rosetta Stone/Byki Language programs – No helpful responses as of yet. Companies are requesting to speak to someone via telephone.
   Action Item: From here on out, Ali will assist Gina in getting information via email to have something in hand to relay.
3. Job Descriptions/Organizational Charts – Claudia has org charts completed and will e-mail to all. They will also be in shared OneNote folder to be sent out later today.
   Action Item: Claudia will go forward with completing the job duties/responsibilities for the pertinent individuals.

4. OneNote – Christy Reynolds joined our meeting to give us a brief overview of OneNote.
   Action Item: As they occur, we will collect questions and comments that Christy may be able to help us investigate via knowledge or research.

Respectfully submitted,
Sarah Beth Phillips