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.)
   The Academic Success Center (ASC) did not meet the needs of a growing student population.

2. With what AQIP category is this problem most closely associated?
   Helping Students to Learn #1 and Supporting Organizational Operations #6

3. How did you identify the problem within the process? (What data, analysis, advisory board, etc.)
   An ASC survey identified a 65% student dissatisfaction rate. Technology was the #1 reason #2 reason; uncomfortable with tutor center. Complaints included overcrowding in the main tutor center, lack of privacy, insufficient staff, inconvenient for students on satellite campus and/or students seeking assistance on weekends and summers, and lack of accommodations for disabled students.

4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.)
   ASC Director, Patrice Whitley and Math Department Chair, Christina Smith discussed
   Using a room in the math department as second tutoring center- reopened the Math Café.
   ASC Director, Patrice and WCC Director, Brenda Green discussed consistent tutoring services on the Springdale campus.

5. What was the intervention? (Modified procedure/process, new procedure/process, reduction of steps, etc.)
   Expanded student services that would provide valuable academic support and resources; therefore, meeting the needs of <u>most</u> students.

6. What was the outcome of the intervention? (Reduced time required for task, reduced errors, improved performance, reduced costs, etc.)
   Decreased student complaints by 50% while eliminating excessive misuse of services and resources.

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.)

   - *Name change to reflect a broader range of services- Academic Success Center (ASC)*
   - *ASC consist of three locations (BH Tutor Center, Math Café, WCC Tutor Center)*
   - *Hired work study students who where qualified to tutor, hired an additional PT extra help employee specifically for the WCC Tutor Center.*

- *Created an atmosphere conducive to learning - hung framed posters, purchased plants, installed privacy blinds, purchased study guides/solution manuals, and installed additional computers and printers.*
- *Extended tutoring services (full services on weekends, summers, and online)*
- *Assuming responsibility from the SIC for maintaining the student copiers*
- *Increase student awareness through ASC handouts, updated webpage, and participation in student orientation*
- *Installed computer resources for visually impaired students and adjustable study and computer tables for wheelchair accessibility*
- *Offer outside resources- list of private tutors or tutor organizations, Ozark Transit schedule, etc.*
- *Fax Station- FY 2011*

8. What are your next steps? (Celebrate, monitor ongoing results, etc.)
   Continue seek opportunities to enhance student service in the Academic Success Center.

9. Who is the contact person for this improvement effort?
   Task Team: Patrice Whitley, Brooke Holt, and Mike Hartman