# 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.) *Putting Adult Ed students into Banner to track*

2. With what AQIP category is this problem most closely associated?
   *# 6 Supporting Organizational Operations*

3. How did you identify the problem within the process? (What data, analysis, advisory board, etc.) *Need to track and pull data on Adult Ed students*

4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.) *Held meetings and came up with a decision on how to track students in Banner*

5. What was the intervention? (Modified procedure/process, new procedure/process, reduction of steps, etc.) *New procedure/process*

6. What was the outcome of the intervention? (Reduced time required for task, reduced errors, improved performance, reduced costs, etc.) *Able to track and pull data on this student population*

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 process*

8. What are your next steps? (Celebrate, monitor ongoing results, etc.)
   *Monitor and maintain*

9. Who is the contact person for this improvement effort?
   *Roxann Maish, Banner and Ben Aldama, Adult Ed*