Team Charter: The mission of the Learner Services Process Improvement Team is to continuously improve processes and services to both internal and external stakeholders.

Process Improvement Team Charter

Date: May 18, 2012

Description	The Learner Services Process Improvement Team will identify opportunities for improvement in systems and processes that are critical to the daily operations of the division. The division will establish and maintain specific division **standards** for quality service performance, improve data collection, data processing, documentation and develop **metrics** which, when used, can lead to improved quality centered service to students, faculty and staff.
Team Activities	
Co-Team Leaders	**Co-Team Leaders-** Juanita Franklin and Sarah Beth Phillips
Recorder	Laura James
Team Members	Juanita Franklin (VP Learner Services) Sarah Beth Phillips (Advising) Laura James (Disability Services) Elizabeth McKinley (Transfer Center) Zach Pharr (Advising) Aaron Divine (Title III) Codie Ryan (International Programs) Katesha Schemerhorn (Records) Amanda Woods (Admissions) Lynn Domer (Student Information Center)

Team Ground Rules	• All members will participate more or less equally over time • Communications will be candid, tactful • The objectives of our interactions will be problem solving, learning, collaboration and decision making (versus e.g., finding fault) • We will be disciplined in our use of time • All decisions/assignments will be reviewed at end of each meeting for clarity/agreement • An agenda will be set in advance, with team member input • Members will complete assigned pre-work (e.g., reading, data gathering) • Full attendance is expected at each team meeting • We will listen to each other • The purpose of each agenda item will be identified: obtain impact, provide information, discussion, decision • Open mindedness to thinking outside of the box Willingness to see each opportunity as equal – avoid own area tunnel vision (i.e. admissions, records, financial aid, advising, etc.) • Examine all sides of an idea, proposal, or thought without judgment (Socratic Reasoning)
Sponsor – Authority to remove barriers and provide resources	**Dr. Todd Kitchen-** Vice-President for Learner Support Services

The role of the Leader:

- Plans, structures, creates timeline and measurements for project completion with team using project management skills with facilitators
- Arranges and conducts team meetings, prepares agendas, gives members assignments and sub-committee work, and holds members accountable for assignments.
- Works with facilitators as needed to develop and present progress reports
- Prepares documentation for process, feedback, measurement and improvement over time.
- Facilitates the team's group-dynamic activities
- Encourages participation from all members

The role of the Recorder:

- Maintain minutes of all meetings in hard copy and in an appropriate electronic format for website.
- Provide a list of action items. For each action item identify the description, who is responsible and the estimated completion date.
- Distribute the minutes and action items for all meetings within five business days after the meeting.

Role of the Team Members:

- Meetings will begin and end on time.
- Maintain confidentiality regarding sensitive or controversial topics.
- Judge ideas, not people.
- Attend planned meetings; members should contact Team Leadership prior to the meeting if attendance is not possible.
- Contribute to the achievement of the goals and objectives.
- Ask questions for clarification.
- Have fun!
- Supports the continuous improvement process
- Supports the team's group dynamic activities
- Disagrees when necessary as an ally
- Notifies leader when it is necessary to miss or be late to a meeting

The role of the Facilitator:

- Understands team processes
- Understands and teaches the continuous improvement models, supporting tools and their use to their project team
- Acts as a consultant to teams on an as needed basis
- Provides liaison with the Expanded Cabinet and secures resources, such as data as needed
- Provides support for team from Expanded Cabinet and Sponsors
- Monitors ongoing progress of teams
- Assures that the team stays on-task and follows an established timeline
- Helps team work through group dynamic issues