



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.) Streamline the timeline & process for producing the printed schedule
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.)
My dept is responsible for coordinating the efforts of producing the printed schedule each semester. Being able to see the process for several years – able to see how it could be improved.
4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.) Obtained Leadership approval to submit a draft of a new streamlined process. Worked closely with staff in my dept and got feedback from other depts. that would be impacted by this new process.
5. What was the intervention? (Modified procedure/process, new procedure/process, reduction of steps, etc.) Modified – streamlined process/procedure was approved
6. What was the outcome of the intervention? (Reduced time required for task, reduced errors, improved performance, reduced costs, etc.) Reduced time, reduced errors, improved performance and reduced costs.
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.) Modified existing process
8. What are your next steps? (Celebrate, monitor ongoing results, etc.)
Monitor ongoing results
9. Who is the contact person for this improvement effort?
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