Minutes from Process Improvement Team Meeting—June 4, 2010
Greenhouse Conference Room

Present: Juanita Franklin, Regina Johns, Eric Vest, Sarah Beth Phillips, Paul Kirkpatrick, Lecia Pelphrey, Claudia Tonihka (Guest), Pam Belcher (Guest), Janet O'Neil (Guest), Todd Kitchen (Guest)

Pam Belcher and Janet O'Neil reported to the Team on the Rosetta Stone Program—it started two months ago with 25 participants. Everyone is learning Spanish—which has five levels and units within each of those. The proficiency levels of the 24 actively participating range between 86-99 percent; no correlation has been found between the length of time spent on the lessons and proficiency levels. The two main concerns participants have are: some have difficulty finding the time to do it during their work hours even though were given permission by their supervisors to do so meaning they must come early or stay late and others not having a quiet space in which to do it (the Professional Development Lab has been opened for this group).When Pam and Janet reported to Cabinet about the Program during its initial month, the members were pleased with it.

Todd Kitchen reported that the Enrollment Services Pilot Project is still going well; prior to beginning the Project in November; the initial student satisfaction survey indicated that students were 90-95% satisfied with the service they were receiving from Admissions, Records, and Financial Aid. Todd is going to review the results today of the follow-up survey he sent out in March, and feels from his initial glance at them that the satisfaction percentage will be about the same it was in September. On-going opportunities for improvement of the Project include: confusing signage (the "Admissions" signage has been taken down—impact tested will be tested for 30 days—"Financial Aid," and "Student Records" will follow if helps eliminate confusion); the development and implementation of standardized training for the Enrollment Specialists (in progress—it was mentioned that the Enrollment Specialists having 5-7 good questions to ask students related to their field of study and other advising topics might be good to include); and additional staff (to be added after the first of the new fiscal year). Todd also reported that a grad student intern from the U of A will be working here over the summer to help develop additional standardization for this Project.

Claudia reported that the Systems Portfolio has been submitted and will be returned in October; at that time, our Team will be asked to play an integral role in working on the opportunities for improvement recommended.

<u>Action Items:</u>

1. **Eric will meet with the other advisors regarding the advising questions they think the Enrollment Specialists should ask students; he will send them to Todd and Juanita before the next meeting.**
2. **It still needs to be ascertained who will join the Team from WCC as well as replace Raul and Janie.**
    a. Adding additional members from areas such as Banner Support, Student Records, and the SIC was also discussed as was the idea of rotational membership.
3. **Rotational membership and how that should be handled will be discussed at our next meeting.**

4. **Invite Christy Reynolds to the next meeting to share OneNote updates and discuss usage.**
5. **Discuss Flexible Work Program at our next meeting.**

Respectfully submitted,
Sarah Beth Phillips