Minutes from Process Improvement Team Meeting—August 14, 2009
Greenhouse Conference Room

Present: Bruce Moses (Facilitator), Claudia Tonihka (Guest), Lenora Sotlar, Raul Torres, Janie Todd, Regina Johns, Ali McFadzen, Amy Robertson-Gann, Tom Hale, Lecia Pelphrey, Paul Kirkpatrick

The common ground rules were reviewed; while none from the existing list were excluded, the following were added:

1. Open-mindedness when it comes to thinking "outside of the box" to come up with solutions to challenges—aka opportunities the team wishes to address
2. Willingness to see every task/issue as equally important as the next so that we don't have "tunnel vision" thinking our particular area/department (admissions, records, etc.) should be given precedence
3. Examine all sides of an idea, proposal, or thought without judgment
   Action Item: Lenora will bring a handout concerning Socratic Reasoning to our August 28th meeting.
   Action Item: Bruce will reformat the charter by adding the additional ground rules will bring copies of the updated version to our August 28th meeting.

Proposed "Low Hanging Fruit":

1. Process mapping to include electronic resources to be used in conjunction with OneNote (see #3) (#'s 1 and 3 are intertwined)
2. "Cross Training" - not necessarily to be able to fully function in another area but to have an understanding of how each area works in relation to one another.
3. Using OneNote to create an electronic resource to include the processes for each area as well as all pertinent information (including job descriptions and organizational charts) for ease of access and updatability.
   Action Item: Amy will pilot OneNote within our group by the August 28th meeting.
   Action Item: Claudia will gather organizational charts to be used in OneNote by the August 28th meeting.
4. Communication – effectively utilizing the e-mail subject line to indicate the subject thereby enabling easier search capability
5. Signage in high traffic areas with flow charts/kiosks with paperwork and necessary documentation lists (DMV was used as an example) (ideas for displays including using TVs, rotating kiosks, or A-frames)
   Action Item: Paul will talk to CAD faculty about utilizing their students' talents to update our campus maps by the August 28th meeting.
   Action Item: We will all bring any flowcharts, brochures, or other materials that are currently being used to guide students through the Admissions/Advising/Registration/Support Services process to the August 28th meeting.
6. Bilingual Advisors or availability of language learning programs, i.e. Rosetta Stone not only for Spanish for the 4 major languages that are taught at NWACC, Spanish, French, German, and Italian (and others if interest or need arises)
   Action Item: Gina will research the cost of Rosetta Stone software and report back at the August 28th meeting.
7. Better IT infrastructure for all recruiting efforts to track numbers and students to see if recruiting efforts are paying off, i.e. students are registering with NWACC.

Respectfully submitted,
Sarah Beth Phillips