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.)
   NWACC Enrollment and Registration Brochure

2. With what AQIP category is this problem most closely associated?
   Example (Helping Students Learn #1, Leading and Communicating #5)
   #3 Understanding Students' and Other Stakeholders' Needs

3. How did you identify the problem within the process? (What data, analysis, advisory board, etc.)
   The brochure needed to be updated; however, the team needed to decide if we wanted to use one brochure with instructions for all three student types (freshman, transfer, returning) or 3 separate brochures for each student type. The idea was that it would be less confusing if you handed students a brochure with only their student type so they would not be confused by the other information that does not pertain to them.

4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.)
   The team decided to get student feedback before making a final decision.

5. What was the intervention? (Modified procedure/process, new procedure/process, reduction of steps, etc.)
   I created a poster board with drafts of the different brochures and posted it at the Pizza with the President event. A SAAB member was available to explain the brochures to students and students were able to sticker their preferred choice.

6. What was the outcome of the intervention? (Reduced time required for task, reduced errors, improved performance, reduced costs, etc.)
   A total of 115 students voted. Of the 115 students, 85% of them voted for the 1 brochure with information for all three student types.

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.)
   With these results, Enrollment Services will continue using the 1 brochure. Michelle will ensure information is accurate and Christy will update the brochure and send to Marketing.

8. What are your next steps? (Celebrate, monitor ongoing results, etc.)
   After the brochure is updated, it will be distributed to Learner Services departments to hand out to students.

9. Who is the contact person for this improvement effort?
   Sarah Philpot (Registrar), Michelle Wallace (Admissions/Recruitment), Christy Reynolds (Student Media)