Minutes from Learner Services Process Improvement Team Meeting—January 28, 2011
Student Center, Room 114E

Present: Juanita Franklin (Team Leader), Sarah Beth Phillips (Team Leader), Bruce Moses (Facilitator), Claudia Tonihka (Guest), Aaron Divine, Michelle Wallace, Amanda Woods, Laura James, Micaela Allison-Shropshire, Lecia Pelphrey, and Paula Thomsen-Perez

Juanita called the meeting to order at 9:34am.

Juanita welcomed new member, Paula Thomsen-Perez, who is replacing Paula Carollo.

- **<u>Action item:</u> Juanita will check with Paul Kirkpatrick to inquire as to whether he will be able to attend Team meetings on Fridays, since his schedule has officially changed to Monday – Thursday.**
- **<u>Action item:</u> Claudia will modify Team charter to reflect current roster, after Juanita meets with Paul.**

In Gina's absence, Juanita read an email from her asking for clarity regarding the Team's intended goals and activities. Several members present agreed and reiterated the importance of having clear goals so that our activities result in improved processes for the College.

Bruce reassured Team members that our efforts have been, and are still, aptly targeted. Bruce will soon meet with Todd Kitchen, as well as other necessary staff, to clearly define Team processes/criteria. Todd Kitchen is the Team liaison. He also requested that appropriate Team members complete the AQIP Activity Record to officially document our implemented activities.

- **<u>Action item:</u> Claudia will send an email with the AQIP page and Activity Record link.**

Juanita asked that Team members share about the process mapping/improvements that we have been working on recently.

Aaron shared that as a result of his work with AdvisorTrac, a new software implementation process has been created for the College. The process is centered on what Information Technology, Professional Development, and the end user will ultimately require of, and contribute to the implementation of, the software.

Michelle and Amanda met with the Registrar to discuss clarifying the following processes:

1. Application for admission – MW
2. Receiving high school transcripts – MW
3. Compass exam scheduling (backburner – started process map) – MW
4. Processing address changes - AW
5. Enrollment verification – AW

Aaron suggested that Michelle and Amanda consult with the appropriate staff that facilitates Open House and Orientation.

Micaela recently developed a Career Pathways process binder, including the process maps.

Lecia outlined the procedures for transferring to another college and published this information on the website. Also, there is now an articulation process that will confer an Associate degree from NWACC to transfer students who complete their degree requirements elsewhere after they transfer the credits back to NWACC. This process developed as result of a MOU with the UA College of Engineering.

Bruce commented that the process of articulation will increase our degree completion rate, and encouraged Lecia to complete an AQIP Activity Record.

With nothing further, the meeting was adjourned at 10:35am. The next scheduled meeting is February 11, 2011.

Respectfully submitted,

Laura James