Minutes from Learner Services Process Improvement Team Meeting—December 10, 2010
Burns Hall, 1208

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

Sarah Beth called the meeting to order at 9:35am.

Sarah Beth reviewed the basic process mapping concepts, and explained that Microsoft Office Visio training will facilitate the actual mapping of our processes. She reiterated that our purpose in process mapping is to streamline our daily business practices, so that it is beneficial to employees and students.

Juanita stated that process mapping will identify problems, including wasted time and steps. Additionally, we should engage other people in this process to gain their perspective and feedback, which would ultimately result in a clearer view of the process.

Sarah Beth reviewed the NWACC registration/enrollment process, and then gave the floor to Janet O'Neill for Visio training.

Initially, Janet assessed how many attendees had ever used Visio, and approximately 50% of attendees had previously used Visio. Janet stated that, for purposes of this training, we would focus on creating a basic flow chart. She then referred directly to the handouts for the remainder of the training. We mapped NWACC's Office of Institutional Effectiveness Webpage Update Process as an example.

<u>Highlights of the training include:</u>

1. Prior to using Visio, a rough sketch is helpful, so that time is not spent on changing shape selections; in fact, shape selections cannot be altered, instead a new shape must be added, and the other shape deleted.
2. There are various templates, shapes, backgrounds, borders/titles that can be used to customize process maps.
3. Place shapes in template first; then, add narrative information and connectors linking the shapes.
4. Visio works well with OneNote; process maps can actually be sent directly to OneNote.

Juanita asked that each member present speak with their Director to identify and prioritize which departmental process needs mapping.

- **<u>Action item:</u> Each Team member will determine what process to begin mapping during the short break between semesters.**

With nothing further, the meeting/training was adjourned at 10:42am. The next scheduled meeting is January 14, 2011.

Respectfully submitted,

Laura James