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.)
   Notifying instructors if a Veteran add/drops a class from their schedule.

2. With what AQIP category is this problem most closely associated?
   #6 – Supporting Institutional Organizations

3. How did you identify the problem within the process? (What data, analysis, advisory board, etc.)
   VA rep spoke to Banner Support Rep about the need to notify instructors if a Veteran adds/drops a class for attendance tracking purposes.

4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.)
   Had meetings with VA Rep & IT staff

5. What was the intervention? (Modified procedure/process, new procedure/process, reduction of steps, etc.)
   Modified process

6. What was the outcome of the intervention?
   Reduced errors

7. What was done with the results of the intervention?
   Modified procedure

8. What are your next steps? (Celebrate, monitor ongoing results, etc.)
   Monitor results and make modifications if needed.

9. Who is the contact person for this improvement effort?
   Roxann Maish – Banner Support, Evelyn Samuel – IT, Dianna Portillo - VA