Minutes from Learner Services Process Improvement Team Meeting—November 19, 2010
Greenhouse Conference Room

Present: Juanita Franklin (Team Leader), Sarah Beth Phillips (Team Leader), Laura James, Bruce Moses (Facilitator), Paula Carollo, Aaron Divine, Michelle Wallace, Amanda Woods, Micaela Allison-Shropshire, and Amber Holloway (Guest)

Juanita called the meeting to order at 8:33am.

Juanita announced that, if there were no objections, **future meetings** will be held on the **2nd and 4th Fridays of every month in the Student Center, Room 114E**. There were no objections.

- **<u>Action item:</u> Juanita will send a meeting request to all Team members with the updated meeting itinerary.**

Juanita asked that the minutes from the October 22, 2010 meeting be approved.

Juanita welcomed Amber Holloway to our meeting, and allowed her to use the time remaining in the meeting to facilitate process mapping training.

Amber offered clear details, in a brief PowerPoint presentation, about process mapping. Amber will email the presentation to Juanita/Sarah Beth for Team dissemination. Additionally, Amber provided handouts to Team members for future use. The handouts illustrated the Career Pathways Intake Process Map, and various symbols that can be used when process mapping.

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

1. Outlining the objectives of process mapping
2. Understanding the differences in formal vs. informal process mapping
3. Defining who are the process "owners" (the people that are "doing the work"), and including the "owners" in actual process mapping
4. Process maps are living documents that change over time
5. Major benefits from process mapping – the focus is on process, not people; it is highly useful in identifying gaps in the process; and it helps with succession planning during periods of departmental turnover
6. Process mapping formalizes communication regarding the "series of steps for work;" it may or may not result in policy amendment, because "policy is separate" from process mapping
7. Utilizing Microsoft Visio to process map; specific symbols used for process mapping

Amber then asked Team members to participate in a group process mapping activity. She used the following example:

> "From the street to the seat" – What are the steps in the process to take a traditional first year freshman student from application to registration for classes?

Team members worked, using appropriate symbols, to identify steps in the process that would map the answer to the posed question.

After this activity, Amber suggested that the Team's next steps should be to schedule Microsoft Visio training with Janet O'Neill, identify preliminary process steps relevant to the Team, and create a plan of action for the division with regard to process mapping.

- **<u>Action item:</u> Sarah Beth will schedule Microsoft Visio training in the Professional Development Lab, hopefully by the next Team meeting date (12/10/10).**

With nothing further, the meeting was adjourned at 9:55am. The next scheduled meeting is December 10, 2010, at 9:30am. The location of the next meeting will most likely be in the Professional Development Lab.

Respectfully submitted,

Laura James