

**Minutes from Learner Services Process Improvement Team Meeting—October 22, 2010  
Greenhouse Conference Room**

**Present:** Juanita Franklin (Team Leader), Sarah Beth Phillips (Team Leader), Regina Johns, Laura James, Bruce Moses (Facilitator), Claudia Tonihka (Guest), Paula Carollo, Aaron Divine, Michelle Wallace, Amanda Woods, and Lecia Pelphrey

Juanita called the meeting to order at 9:33am.

**AGENDA:**

**REVIEW AND APPROVE MINUTES FROM OCT. 8 MEETING (ALL)**

Juanita asked if there were any corrections to the last meeting's minutes, so that they could be approved.

Claudia had one correction – change AQUIP to AQIP. With the one correction, the 10/8/10 meeting's minutes were approved.

- **Action item: Claudia will post revised minutes to the Office of Institutional Effectiveness website.**

**REPORT ON REVISION OF REINSTATEMENT FORM/PROCESS (REGINA/AARON)**

Juanita asked Regina and Aaron to give a status report on the Petition for Reinstatement to Class Roll form revision.

Regina and Aaron met with Aimee Barker, Linda Richardson (academic representative), and representatives from the Cashier's office and Financial Aid to streamline the Petition for Reinstatement to Class Roll form and the actual request process. Regina brought an example of the revised form for Team members to review.

Regina and Aaron pointed out that the deadlines for submitting the form correspond with the dates to receive an 80% refund from Financial Aid. Some language was revised to incorporate a more positive tone; for example Appeal was changed to Petition. Also, the committee has requested a new email address that will field questions related to the form and/or process. Emails received at this address will be directed to Aimee Barker, Juanita Franklin, and Janie Todd. The revised form and request for a new email address are awaiting approval from Todd Kitchen.

- **Action item: Regina will schedule an appointment with Todd to solicit his approval of the form/process.**

Claudia requested that, upon approval, Regina and Aaron submit a Continuous Improvement report to document their successful activities.

As an aside, both Regina and Aaron maintained that including representatives from the selected departments was the vital component to the reinstatement process improvement. Juanita reiterated the importance of encouraging relationships between offices/divisions.

Juanita thanked Regina and Aaron for chairing that committee and for streamlining the process/form. She further stated that the proposed revisions reflect the philosophy of Dr. Hartman and Todd Kitchen, which is to reduce barriers for students.

The Team began to discuss where the Petition for Reinstatement to Class Roll form would live. Regina indicated that upon approval, the form will be housed in Records. However, she expected that this form would eventually be available through the NWACC website.

Bruce proposed that any online form be designed so that it is “fillable,” to prompt the student to complete the required information.

It was recommended that there be a central location for all forms, and have a drop box for completed forms. Therefore, the forms are not solely the responsibility of one person. Additionally, Lecia suggested that all forms be available online to increase access to students.

Juanita pointed out that currently some forms must be disseminated directly from an office to allow a staff member the opportunity to directly speak to the student, but in time online forms may be reconsidered.

DISCUSS SARAH BETH’S AND JUANITA’S MEETING WITH DR. HARTMAN (ALL)

Sarah Beth reports meeting with Juanita, Todd Kitchen and Dr. Hartman to discuss future goals and focus areas for the Division. Dr. Hartman communicated that the main goal for the Division is to assist students in completing a degree or certificate at NWACC. Under that umbrella, he proposes three (3) main activities, and assigned a staff member to lead each activity:

<b>Staff Member</b>	<b>Activity</b>
Brooke Holt	1. a) <u>Data collection</u> – document activities; assess outcomes; identify areas of need b) <u>Data storage</u> – Identify an accessible storage site to house data collected
Todd Kitchen	2. <u>Position audits</u> – ascertain the actual daily activities of staff
Amber Holloway	3. <u>Process mapping</u> – define our internal and external processes; identify gaps in process

Juanita suggested that we invite Amber Holloway to our next meeting to facilitate process mapping.

- **Action item: Juanita will invite Amber to the November 12<sup>th</sup> meeting, and extend meeting time to devote more time to process mapping.**

Juanita also mentioned that Nikki Cureton, an intern in Records, is developing an enrollment manual to streamline positions and the knowledge base for each position. Juanita will meet with Brooke at a later date to discuss data collection.

Paula remarked that she really liked Juanita's idea of spotlighting various departments during the division meetings. She recently learned important information about the Veterans Resource Center during a brief discussion with Dianna Portillo. As a result, they are able to better serve the veteran population.

Regina stated that NWACC satellite campuses are very disconnected from the Bentonville campus, particularly the JTL campus. The JTL campus currently does not have the ability to fax or scan; therefore they use interoffice mail to send documents.

Juanita suggested that all satellite campuses participate in a ½ day professional development opportunity to address areas of need.

Bruce added that we must standardize and build quality checks in our processes, at every location, to promote consistency.

Juanita stated that, in the past, when changes are made to processes they have not been well communicated throughout the college.

Michelle inquired if Learner Services, as a division, can decide where information on various processes and data live, whether on the K drive, or another more suitable location.

Further, Michelle added that prior to making improvements we must ensure that we have the proper tools, such as an accurate organization chart and faculty/staff directory.

Juanita will investigate how organization chart and faculty/staff directory updates are administered.

- **Action item: Juanita will send an email to all Division areas to check the accuracy of their information in the directory. She will collect all requests for updated information and send one (1) request to Rey Hernandez.**

With nothing further, the meeting was adjourned at 10:40am. The next scheduled meeting is November 12, 2010, at 9:30am.

Respectfully submitted,

Laura James