Minutes from Learner Services Process Improvement Team Meeting—March 11, 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, Regina Johns, Paula Thomsen-Perez, and Paige Francis (Guest)

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

Juanita announced that Zach Pharr (Advising Center) is officially a Team member. Zach unfortunately could not attend the meeting today, but plans on being present at the next scheduled meeting.

- **<u>Action item:</u> Claudia will update the Team charter to reflect current membership.**

Juanita asked Aaron to give an update on the Software Implementation Process (SIP).

Aaron shared, with members present, and with Paige Francis the updated SIP map. He stated that based on his review of a few past software purchase requisitions, this process could have potentially saved the College at least $18,000. He is recommending that Learner Services use the SIP for all future software purchases, with the Information Technology (IT) Department's support.

Paige stated that IT fully supports the SIP, and is happy to assist where needed.

Based on the support of the IT Department, Aaron will consult with Professional Development staff to seek their approval of the SIP.

- **<u>Action item:</u> Aaron will contact Professional Development staff to seek feedback about the SIP prior to the next scheduled Team meeting.**

Juanita asked for other Team members to offer process improvement updates.

Sarah Beth shared that Advising is currently reviewing the Conditional Admission and Academic Warning processes, primarily to standardize each as much as feasibly possible. Paul Kirkpatrick is reviewing the Academic Warning process, and Sarah Beth is taking the lead on the Conditional Admission process. One improvement already being developed, in collaboration with IT, is to have a "pop-up" message appear on the account portal of a specified group of students. This message will provide information about their academic status, and give needed directions to resolve the matter. This improvement will be in addition to the standard email sent to students.

Gina stated that other departments might want to use the "pop-up" messages to target specific groups of students, such as Financial Aid.

Bruce suggested that there should be targeted dates for "pop-up" announcements, so that IT is not inundated with requests, and to minimize the potential for technical challenges with regard to the portal.

Several Team members voiced concerns about the need for easily accessed and consistent communication across all of the currently used modes (website, account portal, text messaging, and signage).

Bruce also briefly mentioned that communication to students should improve with the advent of a NWACC Student Government.

Juanita then asked Michelle to give an update on the process for receiving a high school transcript.

Michelle passed out a copy of the process map for receiving a high school transcript to all members present, and asked for feedback.

All Team members agreed that the high school transcript process map is very detailed and thorough. However, several members voiced concerns about the purpose of certain process steps.

The overall theme of the questions asked by Team members regarding this process were:

1. Why does NWACC accept/scan/index incomplete high school transcripts?
2. What is the current response given to students when an incomplete transcript is submitted?

Paula shared that it is important to scan these documents, so that other campus locations can view them if needed.

Other questions arose about the NWACC application fee. Specifically, how much staff time is spent on processing the applications of prospective students, who elect not to pay the application fee, and do not enroll in classes in the upcoming term?

Team members discussed possible process improvement strategies for receiving high school transcripts and admission applications that would benefit students and staff. Michelle stated that their department is currently trying to map every process, and that she would seek more information to answer the posed questions.

With nothing further, the meeting was adjourned at 10:34am.

Respectfully submitted,

Laura James