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?
   Automating the process of allowing students to apply for admissions online and having the data push into our Student Information Systems, Banner

2. With what AQIP category is this problem most closely associated?
   #6 Supporting Organizational Operations

3. How did you identify the problem within the process?
   Director of Admissions wanted to implement this feature in Banner.

4. How did you develop the intervention aimed at improvement?
   Meetings between Banner Support, IT and Admissions staff

5. What was the intervention?
   New procedure

6. What was the outcome of the intervention?
   Reduced time required for task, reduced costs, improved student services, cuts down on the time it takes to respond to a submitted application

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

8. What are your next steps?
   Automating the payment of application fee

9. Who is the contact person for this improvement effort?
   Roxann Maish, Banner & Michelle Wallace, Admissions