Minutes from Process Improvement Team Meeting—August 28, 2009
Greenhouse Conference Room

Present: Bruce Moses (Facilitator), Claudia Tonihka (Guest), Raul Torres, Regina Johns, Ali McFadzen, Amy Robertson-Gann, Lecia Pelphrey, Paul Kirkpatrick, Juanita Franklin, Sarah Beth Phillips

The following Action Items were reported on:

1. The team charter was unanimously approved—a copy will be placed in our folder on the K Drive and in our OneNote notebook.
2. Gina surveyed Learner Services concerning staff's interest in learning a foreign language using Rosetta Stone; she found that 45% of LS staff would be interested in such a venture.
    a. **Action Item: She and Bruce will investigate pricing for the software and compose a proposal regarding its acquisition for Dr. Hartman and the LS leadership team to see by our September 11th meeting.**
3. Claudia provided an organizational chart of LS and the Cabinet to Amy which will be placed in our folder on the K Drive and our OneNote Notebook.
4. Paul talked to Rebecca Webb about having CAD students update our campus maps; she expressed interest in them performing the task.
    a. **Action Item: He will follow-up with her again before the September 11th meeting.**
5. Amy gave us a short tutorial on OneNote; it is thought that putting degree plan updates and departmental procedural updates in our OneNote Notebook would be helpful especially if the updates are made highly visible for others to see when viewing the notebook.
    a. **Action Item: Amy will have a copy of our work-in-progress notebook to us by September 2nd which we all need to review before the September 11th meeting.**
    b. **Action item: Claudia will invite Christy Reynolds to the September 11th meeting so she can provide an intensive OneNote tutorial.**
    c. **We all need to bring ideas for 2 or 3 things we want to pilot in OneNote to the September 11th meeting.**
6. The processes for moving students through Admissions, Registration, and Student Services were briefly discussed.
    a. **Action Item: Ali will e-mail WCC's quickflow chart for these procedures by end of business today (August 28th).**
    b. **Action Item; Lecia will bring a copy of the advisor quickflow chart that was previously created to the September 11th meeting.**
    c. **Action Item: We will all bring any flowcharts, brochures, or other materials that are currently being used to guide students through the Admissions/Advising/Registration/Support Services process to the September 11th meeting.**

Respectfully submitted,
Sarah Beth Phillips