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? (Ongoing problem, new problem, etc.)
   Branding for the Career Center

2. With what AQIP category is this problem most closely associated?
   Accomplishing Other Distinctive Objectives #2

3. How did you identify the problem within the process? (What data, analysis, advisory board, etc.)
   By researching other community colleges, speaking with faculty and students

4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.) *Meeting with colleagues and marketing department*

5. What was the intervention? (Modified procedure/process, new procedure/process, reduction of steps, etc.) *A Career Center logo was developed*

6. What was the outcome of the intervention? (Reduced time required for task, reduced errors, improved performance, reduced costs, etc.) *Easy for students to distinguish Career Services events and for community and employers to identify with, increased awareness of the education and training opportunities offered in center and used to inform students which department to contact during events*

7. What was done with the results of the intervention? (Adopted/implemented the new procedure, abandoned new procedure and started again, modified new procedure and implemented, etc.)
   Adopted and implemented new logo to brand Career Center

8. What are your next steps? (Celebrate, monitor ongoing results, etc.)
   Monitor effectiveness and awareness of logo

9. Who is the contact person for this improvement effort?
   Rickela Mayo, Director Career Center