



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.) Track and notify staff when international students drop below the 12 credit hour requirement
2. With what AQIP category is this problem most closely associated?
Example (Helping Students Learn #1, Leading and Communicating #5)
#6 Support Organizational Operations
3. How did you identify the problem within the process? (What data, analysis, advisory board, etc.) Discussions between Roxann Maish & Dale Montgomery (Global Communities)
4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.)
Meetings were set up with Dan O'Banion (IT) to create a new workflow process. Testing was completed by Roxann Maish and results reviewed by Dale Montgomery.
5. What was the intervention? (Modified procedure/process, new procedure/process, reduction of steps, etc.)
Implemented new process
6. What was the outcome of the intervention? (Reduced time required for task, reduced errors, improved performance, reduced costs, etc.)
Reduce time required to track students
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.)
Implemented a new procedure
8. What are your next steps? (Celebrate, monitor ongoing results, etc.)
Process put into Production, being utilized now.
9. Who is the contact person for this improvement effort?
Roxann Maish, Dale Montgomery, Dan O'Banion