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.) Automated the submission of CRN requests for Professional Development
2. With what AQIP category is this problem most closely associated?
   Example (Helping Students Learn #1, Leading and Communicating #5)
   #6 Supporting Organizational Operations
3. How did you identify the problem within the process? (What data, analysis, advisory board, etc.)
   Communication between Banner Support staff: Roxann Maish & Jessica Miller
4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.)
   Banner Support team worked with Sean Lucero (IT) and Professional Development team to test and implement this project. Banner Support trained staff on new process.
5. What was the intervention? (Modified procedure/process, new procedure/process, reduction of steps, etc.) Implemented a new procedure by modifying an existing process.
6. What was the outcome of the intervention? (Reduced time required for task, reduced errors, improved performance, reduced costs, etc.)
   Reduced paperwork & time/all submissions are electronic – paper forms no longer needed
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 new procedure
8. What are your next steps? (Celebrate, monitor ongoing results, etc.)
   Moved procedure into Production and currently is being utilized.
9. Who is the contact person for this improvement effort?
   Roxann Maish, Jessica Miller, Sean Lucero, Professional Development Team