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.)
   The Testing Center staff identified the need to improve the process for controlling cell phone usage during tests. The ongoing problem was that student's phones would ring or vibrate and they could be used to cheat.

2. With what AQIP category is this problem most closely associated?
   Helping Students Learn #1 and Supporting Organizational Operations #6

3. How did you identify the problem within the process? (What data, analysis, advisory board, etc.)
   We identified this problem through observation and discussions with other testing professionals.

4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.)
   The staff discussed the problem as a team and had discussions with students and faculty, as well as other testing centers.

5. What was the intervention? (Modified procedure/process, new procedure/process, reduction of steps, etc.)
   Student lockers with keys were purchased and keys are issued to students for cell phones, so that they do not enter the testing lab, but are in a secure location.

6. What was the outcome of the intervention? (Reduced time required for task, reduced errors, improved performance, reduced costs, etc.)
   This system has controlled the flow of students to the point of little or no wait times. This addition reduced distractions and other issues with cell phones in the lab.

7. What was done with the results of the intervention?
   We have an additional procedure with checking in students, but additional costs.

8. What are your next steps?
   We plan to continue the current process for cell phones.

9. Who is the contact person for this improvement effort?
   Shannon Siebler, Director of Testing Services