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.) Alternate PIN Registration for First Time Entering Freshmen (FR-B's)

2. With what AQIP category is this problem most closely associated?
   Example (Helping Students Learn #1, Leading and Communicating #5)
   Supporting Organizational Operations #6

3. How did you identify the problem within the process? (What data, analysis, advisory board, etc.) Discussions with Dean of Learner Success regarding registration policy changes effective Fall 2010 for First Time Entering Freshmen (FR-B)

4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.) 1. Discussions with Dean of Learner Success 2. Conducted research in Banner User Guides & Banner Release Guides 3. Implemented process in Banner NDEVT 4. Conducted testing in Banner NDEVT and MY NWACC Connection test environments 7. Implemented process in Banner NPROD

5. What was the intervention? (Modified procedure/process, new procedure/process, reduction of steps, etc.) New Process

6. What was the outcome of the intervention? (Reduced time required for task, reduced errors, improved performance, reduced costs, etc.) Ability to block registration by First Time Entering freshmen, requiring that they complete an Advising Session/New Student Orientation prior to registration for their first college term.

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/Implemented the new process.

8. What are your next steps? (Celebrate, monitor ongoing results, etc.) Monitor ongoing results during first term of use.

9. Who is the contact person for this improvement effort? Jolene Osburn, Banner Support