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.) Automating the process for refund appeals

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.) Juanita Franklin saw the need to automate a process that was time consuming.

4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.) Juanita Franklin met with Roxann Maish in Banner Support to discuss the need for a workflow to be created for this process. Roxann met with Dan O'Banion in IT to see if he could create a workflow process for this.

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

6. What was the outcome of the intervention? (Reduced time required for task, reduced errors, improved performance, reduced costs, etc.) Reduced time required for task, reduced costs on printing

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 process/workflow

8. What are your next steps? (Celebrate, monitor ongoing results, etc.)
Monitor ongoing results

9. Who is the contact person for this improvement effort? Juanita Franklin, Dan O'Banion, Roxann Maish