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?
   Automate process for Incomplete Grade Processing

2. With what AQIP category is this problem most closely associated?
   Supporting Organizational Operations #6

3. How did you identify the problem within the process?
   When NWACC upgraded to Banner 8x, a new feature was in the upgrade – an automated process for incomplete grade processing

4. How did you develop the intervention aimed at improvement?
   Banner Support met with the Registrar to discuss the idea of implementing the new feature. Submitted a project proposal form to Banner Steering.

5. What was the intervention?
   New process/reduction of steps

6. What was the outcome of the intervention?
   It would reduce required time for task, reduced errors, automation of a process

7. What was done with the results of the intervention?
   Implemented the new process within the Records Office

8. What are your next steps?
   Maintain the new process

9. Who is the contact person for this improvement effort?
   Roxann Maish