

## **Minutes from Learner Services Process Improvement Team Meeting—December 14, 2011 Student Center, Room 318**

**Present:** Juanita Franklin (Team Leader), Sarah Beth Phillips (Team Leader), Claudia Tonihka (Guest), Brooke Holt, Dean (Guest), Amanda Woods, Laura James, Aaron Divine, Codie Ryan and Katesha Schemerhorn.

Juanita called the meeting to order at 9:03am, and briefly reviewed the agenda.

### Update on SIP workflow project:

Aaron stated that the Software Purchase Requisition workflow project is complete. The SIP Requisition form is available for LS Directors under the “My Work” tab. Upon completion of the form, an email message requesting input/recommendation is sent to John Strother (IT) and Pam Belcher (Professional Development).

Claudia requested that Aaron complete a Continuous Improvement Activity Record regarding this project.

- **Action item: Juanita will set up a meeting with LS Directors to disseminate information about the Software Purchase Requisition workflow.**
  
- **Action item: Aaron will complete a Continuous Improvement Activity Record documenting his work on this project.**

### Valuing People Action Project:

1. Previous LSPIT meeting (June 24, 2011) suggestion: “Develop a transparent hiring process to ensure that there is consistency within the Division and that there is HR compliance.”

Juanita shared, as a follow up, that HR is reviewing the current hiring process to improve written communication/guidelines to each search committee chair. This is being done with the expectation that the HR department, and the hiring department, will have a greater understanding of each department’s respective role and needs as a result. Juanita suggested that HR could possibly present on this topic at the College’s next Celebrate Learning offering.

2. Claudia requested that Team members return signed petitions supporting a tuition waiver and/or reimbursement for employees. It is a program that benefits employees and the College. She plans to pursue this project in January 2012.

- **Action item: Team members will return the signed petitions to Claudia via inter-office mail.**

### Degree Works project:

Brooke Holt, Dean of Learner Success, shared that she is supervising the implementation of Degree Works. There is a team of employees that will work in collaboration with Dean Holt to get Degree Works operational. Currently, there are two (2) IT members, who are focusing their attention to this project, and invitations to other employees will be sent out in the coming days requesting their participation. A demonstration of the software program will be conducted for the team.

Dean Holt indicated that Degree Works installation is scheduled for January 30, 2012, and a pilot project will be ready by Fall 2012. The implementation team will develop an operation timeline (that can be shared with LSPIT members) to include: the goals and scope of the software, the hiring of a scribe to input the College's catalog information, and three (3) on-campus training sessions.

In summary, Degree Works will:

- Be more functional than the current CAP software system, specifically with regard to Advising
- Be easier and more functional for student usage when considering curricular and co-curricular matters

### Brainstorm – LS processes to be reviewed:

1. Claudia requested that Team members review our Systems Portfolio feedback documents, specifically Categories 3 & 6, to examine areas of opportunity/improvement, as well as generate new ideas.  
  
➤ **Action item: Claudia will email Team members the Systems Portfolio feedback documents, and supplemental information for review.**
2. Juanita stated that the Appeal process is currently being reviewed to streamline it for students and reviewing faculty/staff members. However, this process may involve policy changes.
3. Laura suggested that as a process improvement, the appeal process (Late Withdrawal, Refund, and/or SAP) should assess whether a DRC referral is needed, which would occur anytime a LS staff member has been made aware of, or suspects, disability-related concerns. Aaron further suggested that the Advising Center should incorporate a similar referral process, and include information about how to assess, and make, an appropriate referral to the DRC during the Advisor training.
4. Aaron mentioned the importance of having visible signage on/near NWACC's buildings so that they can be easily identified. Perhaps funds could be reallocated for signage from a line item that is not sustainable over time, such as the budget set aside for annual plants every season.

With nothing further, the meeting adjourned at 10:04am.

Respectfully submitted,

Laura James