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.) *Automation of International Student Appointment requests*

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.) *Conversations with the Director of International Programs*

4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.) *Reviewed needs with staff, worked as a team to develop the form that would be used to create the appointment database*

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

6. What was the outcome of the intervention? (Reduced time required for task, reduced errors, improved performance, reduced costs, etc.) *Reduction in time spent updating appointment database, reduction of errors in data entry*

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 new automated appointment request form and associated database*
8. What are your next steps? (Celebrate, monitor ongoing results, etc.)
   Monitoring ongoing results
9. Who is the contact person for this improvement effort?
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