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.) Allowing students to request transcripts online

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 the Registrar

4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.) 1. Discussion with Registrar about idea 2. Read release guides, researched and tested 3. Implemented process 4. Dan O'Banion assisted with the Web Tailor text

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.) Reduced processing time overall by reducing man-hours time; Reduction of errors; Reduced time for students (requesting online translates to saved time not coming to campus)

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 new process

8. What are your next steps? (Celebrate, monitor ongoing results, etc.) Monitoring process, Registrar is doing a survey with students (pilot group) to determine student response

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