## 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.) Track student attendance for VA and FA students
2. With what AQIP category is this problem most closely associated?
   Example (Helping Students Learn #1, Leading and Communicating #5)
   #6 Supporting Organizational Operations
3. How did you identify the problem within the process? (What data, analysis, advisory board, etc.) Discussions between FA and VA staff
4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.)
   Tricia Sparks in IT created the automated process and worked with FA, VA, Records and Banner Support staff to test the new process.
5. What was the intervention? (Modified procedure/process, new procedure/process, reduction of steps, etc.)
   Modified procedure/process
6. What was the outcome of the intervention? (Reduced time required for task, reduced errors, improved performance, reduced costs, etc.)
   Reduced time for staff
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.)
   Modified new procedure
8. What are your next steps? (Celebrate, monitor ongoing results, etc.)
   In Production, currently being utilized
9. Who is the contact person for this improvement effort?
   Tricia Sparks (IT), Roxann Maish (Banner Support), Sarah Philpot (Registrar), Dianna Portillo (Veteran's Services), Michelle Cordell (FA)