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.)
   The Academic Success Center (ASC Computer Lab) has had an ongoing problem with the CZ printing software and student usage software Accutrack. In addition to the software problems, the lab did not have enough printers to support student usage.

2. With what AQIP category is this problem most closely associated?
   Helping Students to Learn #1 and Supporting Organizational Operations #6

3. How did you identify the problem within the process? (What data, analysis, advisory board, etc.)
   Student surveys identified the problem; 65% dissatisfaction with the printing and/or printer situation. Most of the complaints stem from frustrations about two printers for 100 computers.

4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.)
   Dean of Learner Success, Brooke Holt; ASC Director, Patrice Whitley; AVP of Technology, Steve Earney; Coordinator of IT, Nancy Henson, met several times to discuss technology solutions. At various times other NWACC staff attended meetings Gina Miller, Louise Lamb, Ken Markle, and Leon Ramsey. The IT staff researched new software options in addition to purchasing software technical support services.

5. What was the intervention? (Modified procedure/process, new procedure/process, reduction of steps, etc.)
   All parties in involved decided purchasing new software that would the best option to meet the high volume needs of computer lab. IT staff tested the print software for one month before installing in on the NWACC server. The Title III grant staff also purchased TutorTrac, a student usage tracking system. The Upward Bound Program Director, Jerry Moore, donated one printer to the ASC until is able to purchase three high volume printers in FY 2011.

6. What was the outcome of the intervention? (Reduced time required for task, reduced errors, improved performance, reduced costs, etc.)
   A second student survey identified an increase in student satisfaction by 35%.

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.)
   The ASC staff is able to focus on assisting more students instead trouble-shooting technical problems.

8. What are your next steps? (Celebrate, monitor ongoing results, etc.)
   Several faculty and staff members have organized a Technology Committee to discuss the technological needs of the college. As student enrollment increases and new technology is introduced, the committee will continue to evaluate and implement changes as needed.

9. Who is the contact person for this improvement effort?
   Task Team: Patrice Whitley, Brooke Holt, or the Technology Committee