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.) Attending Hours Functionality within the Financial Aid Module

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 Director of Financial Aid and Financial Aid Systems Manager

4. How did you develop the intervention aimed at improvement? (Assemble team, administrative decision, external mandate, etc.) 1) Discussions with Director of Financial Aid 2) Discussions with Financial Aid Systems Manager 3) Research of Banner Users Manuals & Release Guides on Attending Hours Functionality 4) Implemented Attending Hours Functionality in NDEVT 6) Learning Support Specialist and Financial Aid Systems Manager Completed three rounds of testing 7) Implemented process in PROD

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 by overall reduction of hours involved in the return of federal funds. This occurs due to overpayment of Financial Aid when a student reduces the number of enrolled hours in parts of term after disbursement of aid has been made.

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.) Monitor process and revise procedures as Financial Aid utilizes new functionality during Summer 2011 term in production.

9. Who is the contact person for this improvement effort?
   Marilyn Pickrel, Financial Aid Systems Manager
   Jolene Osburn, Learning Support Specialist