

Quality Improvement Recommendation Form

Moraine Park is actively recruiting your input. The purpose is to give employees a means to identify processes that need to be reviewed and possibly streamlined. The goal is to eliminate steps that only waste time—thereby providing staff with time for “value-added services”. Please provide the Quality Council with supporting data and information to validate the need for the recommendation. We want to hear from you.

This form is not meant to be a complaint form or to evaluate individual employees.

Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Joe Halter	General Education	4-2-2007	1	3345

Process to be Reviewed: Student e-mail addresses.

Why do you feel that this process could be improved upon? (provide data and data source): Currently, no MPTC system is in place for students to have a working and identified e-mail with Moraine Park.

How does the current process create difficulties or delays for staff/students?: Students have a wide assortment of e-mails from yahoo, hotmail, gmail, etc. Some of the e-mails work and some do not. Also, a number of students do not have a e-mail. Faculty, etc. would be able to send out e-mails to students without having incorrect or missing e-mails.

How do you think changes to this process could help staff/students?: Communications for assignments, questions, fees, financial aid and other matters with students, faculty, admissions, management, etc. Less time by all and more effective communications.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: The college needs to have a universal policy and consistent e-mail addresses for MPTC students with the support of the District and resources from technology.

Please indicate how frequently this process is used with less than acceptable results. Several Times Weekly

Approved **Not Approved** Reason:

Signature of staff reviewing: _____ Date: _____

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Bradley Mitchell	Student Involvement	4-2-2007	2	5743

Process to be Reviewed: reception and use of Student Feedback (both for courses and other services)

Why do you feel that this process could be improved upon? (provide data and data source): There seems to be a lack of accountability regarding course feedback (faculty are able to either receive and respond, or receive and disregard without much outside influence to their future responsibilities either way). There isn't currently a formal way to collect, evaluate and use student feedback regarding other college services.

How does the current process create difficulties or delays for staff/students?: Students don't feel that their feedback is considered important, and staff don't have a formal/organized method (other than hearsay) to know what concerns the majority of students want addressed.

How do you think changes to this process could help staff/students?: Increased student satisfaction that they have an active voice in college practices, and the ability for staff to know they're addressing worthwhile issues.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: 1) find out how any form of student suggestion/complaint is currently handled 2) identify those within college capable of organizing efforts to address concerns, and 3) bring those staff, along with students, together to create a more efficient/effective manner of collecting-then-addressing concerns.

Please indicate how frequently this process is used with less than acceptable results. Daily

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Jay Edgren	Academic Affairs	4-2-2007	3	6372

Process to be Reviewed: Complaint process

Why do you feel that this process could be improved upon? (provide data and data source): A process does not exist whereby individuals can voice their complaints anonymously. If this data were collected, trends could be analyzed and acted upon. The data sources are individuals willing to submit complaints.

How does the current process create difficulties or delays for staff/students?: I don't believe that there is a current process in place.

How do you think changes to this process could help staff/students?: Implementing a complaint process for anonymous users may reveal areas of the College, processes, etc. that could be improved, thereby enhancing the overall quality of the MPTC work environment (employees) and learning experience (students).

Briefly describe your suggestions to help the team evaluate the need for improving this process?: This would not be considered an improvement, but initiation of a new process. I suggest an online interface (available to off-campus users as well) for a database. Categories could be pre-defined which would help with analysis. A textbox for comments would be necessary.

Please indicate how frequently this process is used with less than acceptable results. Daily during specific times of the year (please specify times) n/a because there currently is not a process in place.

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Karen Zuehlke	Enrollment	4-2-2007	4	6320

Process to be Reviewed: Course Schedule Search <http://morainepark.edu/pages/1171.asp>

Why do you feel that this process could be improved upon? (provide data and data source): Constant complaints from students

How does the current process create difficulties or delays for staff/students?: Prevent students find courses and registering which is a loss of F.T.E.

How do you think changes to this process could help staff/students?: Efficient search would help students find courses and register.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: Review other colleges' websites and evaluate the search that they are using to help students at their college.

Please indicate how frequently this process is used with less than acceptable results. Daily

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Leslie Troedel	Student	4-2-2007	5	262-689-4231

Process to be Reviewed: IVC System

Why do you feel that this process could be improved upon? (provide data and data source): Often there is a delay in the start of class due to issues with the set-up of the IVC system, wasting time that could be spent on instructional work.

How does the current process create difficulties or delays for staff/students?: Most times, it is at the start of class; however, there are times that throughout the class period there are also issues with trying to get the computer or elmo working for use in instruction.

How do you think changes to this process could help staff/students?: By improving this process, it would give staff and students more time to use for instruction, and less time fighting with the technology.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: If a process were put in place to have the system up and running and all 'devices' checked to be sure they were working 15-30 minutes prior to the class starting, it would cause less delay at the start of class. Also, a more thorough training for students in the class would be helpful.

Please indicate how frequently this process is used with less than acceptable results. Several Times Weekly

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Raelene Nauer	Student	4-2-2007	6	920-356-9302

Process to be Reviewed: I think that the registration process should be worked on. As far as having all courses online. I have talked to students and staff, and the problem seems to be that not all the courses that a student needs is on the computer. and the courses that are on the computer need to be easier to find.

Why do you feel that this process could be improved upon? (provide data and data source): Becuase with todays technology courses should be a easy thing to not only put on a computer but maintain as well.

How does the current process create difficulties or delays for staff/students?: The problem comes when you are a student, and the college tells you to use the computer to register for all your courses. When students do not find all the courses they need on the computer, they have to go back to school and talk to thier teachers, because all thier required courses are not on the computer. Then they are told that they have to look in a Class Schedule booklet. The same problem affects staff.

How do you think changes to this process could help staff/students?: I think it could help, in everyone going to one place for every course avaible. it would be easier for staff and sudents to use.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: We should make sure all courses are on the computer. We should make sure the Class Schedule is clear and consise. and make sure that classes listed are perhaps listed in students programs on-line.

Please indicate how frequently this process is used with less than acceptable results. Daily during specific times of the year(please specify times) Fall, winter, spring, summer.

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Raj	Primary Learning	4-2-2007	7	3129

Process to be Reviewed: 1. Recruitment and Hiring Faculty process 2. Curriculum Processing standards/processes.

Why do you feel that this process could be improved upon? (provide data and data source): 1. Our College starts the recruitment and hiring process too late in spring. Postings are done in late April. Closing date is in end of May. Screening is done end of May - middle of June. Interviewing is done middle of June to middle of July. With this time line our college is missing on getting good candidates. Other Colleges have a much better time line. 2. There needs to be collaboration between faculty and curriculum process.

How does the current process create difficulties or delays for staff/students?: 1. New hire is asked to teach courses in a short period, they need more time to understand our college and curriculum. 2. Existing faculty is not completing understanding the curriculum process and are blaming the curriculum office for not being helpful.

How do you think changes to this process could help staff/students?: 1. New hire will have sufficient time on hand to get ready and teach the courses they are assigned, which in turn will benefit our students. 2. Curriculum will be ready on time before the class starts. Any changes and revisions to the existing curriculum will be done on time.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: 1. Start the recruitment and hiring process much earlier. Time line needs to be improved. 2. Better understanding of the curriculum process taking all issues into account.

Please indicate how frequently this process is used with less than acceptable results. Daily during specific times of the year (please specify times) 1. Fall and Spring semester hiring. 2. Twice a year.

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Josh Bullock	Institutional Research	4-2-2007	8	3229

Process to be Reviewed: Student Feedback Process

Why do you feel that this process could be improved upon? (provide data and data source): The current process involves scanning some 14,000 forms per year. The student feedback instrument uses a 4 point scale which is not conducive to measuring improvement. In addition, the volume of surveys scanned does not allow for timely dissemination of results.

How does the current process create difficulties or delays for staff/students?: Scanning 14,000 surveys simply means that the data does not get back to the dean and faculty member for at least one semester. By then the data is not current and may not be as useful as if it were more immediate. In addition, in some programs students are filling out a survey on a given instructor multiple times and this is frustrating for the student.

How do you think changes to this process could help staff/students?: Changing the process would allow for more timely dissemination of results, more useful results for faculty and the dean, less frustration for students.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: Redesign the survey tool with input from the faculty to make it more useful. Although the process for fielding the student feedback survey has just changed to a random sample of classes, more improvements could be made with a collaborative redesign effort.

Please indicate how frequently this process is used with less than acceptable results. Daily during specific times of the year (please specify times) Generally twice each semester for 'credit' classes (8 and 16 week) and more frequently for the Economic and Workforce Development and Community Classes.

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Connie Schaumberg	Enrollment Management	4-2-2007	9	5853

Process to be Reviewed: Entrance process for access to services in the Student Success Center.

Why do you feel that this process could be improved upon? (provide data and data source): I have been unable to schedule appointments when I am meeting with students 4 out of the last 4 times that I needed to. The students called the number and needed to wait for someone to get back to them. They left a message, but realistically, the return call may miss them. It would be best if there were a way to access the schedule immediately to book a future orientation.

How does the current process create difficulties or delays for staff/students?: A requirement of admissions is that prospective students meet required scores on their placement test. If the student doesn't meet the required minimum scores, they are required to complete skill building prior to being accepted into a program. Currently, prospective students who wish to prepare for the Accuplacer can prepare for the test in our Student Success Center. Prior to starting in the center prospective students must attend an orientation to the SSC. In order to do this they need to schedule with the center. Each campus has a contact number. The position that answers the number is part-time and therefore many time not available, thereby holding up the initial process. The same is true for students who have taken the test and need to start skill building. Another delay.

How do you think changes to this process could help staff/students?: If there was a way to schedule the orientation when you get the request, students would meet their admissions requirements more quickly. In addition, non traditional students who are taking their first step in coming back to school are fragile. Obstacles may seem insurmountable to them, possibly even discouraging them enough to give up their plans.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: Admissions has records of files that are incomplete for a number of reasons including a referral made to the SSC for low test scores. The team should be able to track how long it takes from the initial referral to the start of the program.

Please indicate how frequently this process is used with less than acceptable results. Daily during specific times of the year (please specify times) As we near the start of the school year, the problem worsens with a snowballing effect.

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Gloria Madison	Health Occupations	4-2-2007	10	5730

Process to be Reviewed: Criminal Background and Health Checks for Health Occupation Students

Why do you feel that this process could be improved upon? (provide data and data source): The number of health occupation students has increased dramatically. Each of them must have a criminal background check (CBC) and a health check prior to going to clinical. A recent change in the CBC process has moved it to a part of the admissions process so that a student does not complete a good amount of coursework only to discover that they are not eligible for employment in the health field. The health checks are done the semester prior to clinical. The process for informing students of the requirement for their occupational area is decentralized and could benefit from improvement. The data is centrally located and assessed by the health occupations instructional assistant. Prior to clinical, instructors receive notification from the instructional assistant informing them of the students clearance for clinical. A similar process is in place for the CBC. The problem arises when there is a problem. The instructor is the communication conduit between the CBC evaluators and the health evaluator. Often the instructor is communicating the need to provide information to either evaluator. The student often indicates that the information has been provided and the evaluator indicates it can't be found. If the information is not found the student must provide it or relinquish their clinical spot. Relinquishing a clinical spot often means delaying graduation for one year. There has to be a way to make this a one stop shop. Students should do the CBC prior to admission into a health occupation, as was recently instituted. The health documentation should be provided to students prior to the rotation due to the time issues with some of the health requirements. However, it is my opinion that this process should be centralized completely and all communication related to a student's readiness for clinical should come from a central location. Lastly, maintenance of this data should be centralized and properly maintained so that students do not have to provide the information multiple times or risk graduation delay.

How does the current process create difficulties or delays for staff/students?: See my response in item 5.

How do you think changes to this process could help staff/students?: A one stop shop for students will streamline the process and limit the number of individuals involved and clarify communication.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: See item 5 above.

Please indicate how frequently this process is used with less than acceptable results. Daily during specific times of the year (please specify times) This is my best guess as I do not know the number of health occupation students or the number of communications made back and forth between the evaluators, deans and instructors.

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Nadine	IR	4-2-2007	11	3287

Process to be Reviewed: Develop process for students to provide feedback online, in addition to completing the current end of course feedback form.

Why do you feel that this process could be improved upon? (provide data and data source): The current course feedback forms only get forwarded to the faculty/call staff instructor and the appropriate Dean; all related to the course itself. There is no method for students to provide feedback of any other areas within MPTC. This is discussed frequently as student concerns and was brought up by the DSG in January.

How does the current process create difficulties or delays for staff/students?: Feedback forms are not utilized by the appropriate personnel to make changes within the college. The same issues exist for students years later.

How do you think changes to this process could help staff/students?: The students voices will be heard. Comments can be reviewed and corrective measures/action taken by the responsible departments. Quality Improvement can take place by looking at trends across the college and within programs.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: Survey students to see their satisfaction in the current way we listen to their feedback. Devise a form and use a pilot group of students and staff to see how the results will be used. Not intended to be a 'complaint session' for students, but provide valid information to us.

Please indicate how frequently this process is used with less than acceptable results. Daily

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Duane Porter	Tech Support Student	4-2-2007	12	920-533-8463

Process to be Reviewed: I believe it would be a good idea to look at improving the Maoraine Parks homepage on the web, in order to make it user friendly for both staff and students.

Why do you feel that this process could be improved upon? (provide data and data source): I have heard many complaints about how difficult it is to navigate through since it has been updated.

How does the current process create difficulties or delays for staff/students?: Many students are not able to navigate the website so they are not able to take full advantage of Moraine Parks online resources.

How do you think changes to this process could help staff/students?: Improve the process would decrease calss for information that is accessable through the website freeing up staff. It would also impprove students ability to acces library resources to improve their knowledge and understanding of subject manner. Thus improving their chances for success upon completion of school.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: It needs to be user friendly, It is great that it looks nice but most do not understand how it works. Links should not be hidden the should be clear and easy to see and follow. A search function would also be helpful allowinf a student to navigate directly to what the are looking for instead of following link after link.

Please indicate how frequently this process is used with less than acceptable results. Daily

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Amanda Hruska	College Admissions	5-4-2007	13	6378

Process to be Reviewed: Process flow of an applicant to a college program from application to matriculation/registration.

Why do you feel that this process could be improved upon? (provide data and data source): This process is very paper laden, processes are different between the three campuses and there are opportunities to become more effective and efficient with work flow which will improve customer service.

How does the current process create difficulties or delays for staff/students?: Inconsistent processes can be confusing and cause frustration to both student and staff. The lack of technology, specifically document imaging and an automated communications system have enabled these inconsistencies. Prior to the new systems being implemented, processes need to be examined and fine tuned to implement best practice and consistency into the new system. This project would help facilitate that success.

How do you think changes to this process could help staff/students?: Consistency, efficiency, effectiveness, stronger customer service.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: Consistency between campus locations, eliminate non-value added steps, reduce paper, efficiency, etc.

Please indicate how frequently this process is used with less than acceptable results. Several Times Weekly

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Tony Reese	Apprenticeship	9-4-2007	14	3419

Process to be Reviewed: Access/creation of a online high quality data test/quiz bank (for students/instructors). Across the electrical apprenticeship area.

Why do you feel that this process could be improved upon? (provide data and data source): Currently there is an empty "test" folder located on the shared O: drive under 413 instruction area. This was discussed among our work team, but never got off the ground. You may access this folder and see it was created ... but is empty. There is no actual content created.

How does the current process create difficulties or delays for staff/students?: Currently, each instructor must create their own tests/quizzes in "CONTENT" areas that are IDENTICAL among at least 4 different faculty. There is no easy way to share, critique, and analyze the overall effectiveness between instructors and the dean.

How do you think changes to this process could help staff/students?: If only one CONTENT area (course) was addressed at first, this would allow development of a complete databank with innovative, web based questions/solutions that would save tons of time for both faculty and students. Note: a ton is alot of time. :) Also, instructional efficiency in terms of student competence would also increase !

Briefly describe your suggestions to help the team evaluate the need for improving this process?: First, if you need a more detailed look at EXACTLY what I am suggesting, I would happy to develop a small version and provide that to you. 2) What I am suggesting is to consider only one content(course) in electrical apprenticeship, say DC circuits, for example. This is the most widely taught content and is within EVERY electrical program. 3) Take that course and develop a data bank of test questions, tests, quizzes, etc.... that all teachers can have access to and provide assessment equally across the board. All teachers would have equal access to the same current, agreed upon method of assessment/practice quizzes. 4) Next, in creating this data bank, a crucial key that would make this better than anything we currently have is to provide LINKS within the answer area that point to video/audio that explain the solutions in GREAT detail, if students desire to see a problem solved in complete detail. 5)As I mentioned above, if you want me to create a small version of what I am talking about, just ask and I will put it together. 6) Finally, and the reason I am suggesting this idea in this format -- is to ensure we get an entire work team contributing in any way they are willing -- to the project. If we do not have agreement this is viable, and worth while, then I would be the only one vested --- and THIS WILL NOT WORK --- as an institutional project.

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Amy Clark	Enrollment Management	9/5/2007	15	6398

Process to be Reviewed: Requiring the Student Success class AND trying to require students to attend New Student Orientation.

Why do you feel that this process could be improved upon? (provide data and data source): Both are meant to prepare the student for college, get them excited about starting their new career with us, and give them all the information they need to succeed. Some of the information seems redundant and perhaps could be covered in one format instead of the two. 451 students attended New Student Orientation this past summer.

How does the current process create difficulties or delays for staff/students?: It requires students to commit to more time. So many of our students are juggling work, family and school responsibilities. We want their first experience with us to be a positive, worthwhile experience.

How do you think changes to this process could help staff/students?: The current New Student Orientation lacks some enthusiasm and excitement because the number of students actually registering for it is lower than the number of new students enrolled in classes. Students would only need to attend one session to get all the New Student Orientation, student success and Exit Assessment information. Students would have an opportunity to network with each other.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: There are several ways to format an Orientation/Student Success session. Students could be required to attend specific sessions based upon program cluster area or they could register for sessions that best fit their schedule. To really have value and provide a feeling that the entire college is here to support the new students, ALL areas would need to be involved, including academic advisors. All services could be on board at the same time; exit assessment, college success strategies, and parent sessions could be covered in in-depth mini sessions; and academic advisors could be available to help guide students. At this time, since there are so many departments involved, I do not specifics on time frames, agendas, etc.

Please indicate how frequently this process is used with less than acceptable results. The Student Success course is run throughout the year. New Student Orientation has several sessions in July, August and January.

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
inservice feedback	entire school	9/10/2007	16	0

Process to be Reviewed: Ordering of text books and modules. With the number of students buying from on-line resources and the number of textbooks at the wrong campus, can we have a link for asking about text books when students register?

Why do you feel that this process could be improved upon? (provide data and data source): Excess inventory \$\$
Tossing textbooks Better customer service

How does the current process create difficulties or delays for staff/students?: Having to eat costs or use resources that are old (old texts) Angry customers Unprepared customers

How do you think changes to this process could help staff/students?: Save significant dollars Happier students and instructors

Briefly describe your suggestions to help the team evaluate the need for improving this process?: Too much inventory and obsolete inventory Happier customers

Please indicate how frequently this process is used with less than acceptable results. Any and every time a new class starts

Approved **Not Approved** Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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This form is not meant to be a complaint form or to evaluate individual employees.

Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Robin Rodee-Schneider	Business & Culinary Arts - Mktg Dept.	9/28/07	17	5715

Process to be Reviewed: Book Orders

Why do you feel that this process could be improved upon? (provide data and data source): We have to send to our dept. Admin assistant, who sends to Jon Shapiro, who orders the texts. If they do not sell, the dept. is charged back and for this reason there have been times when we feel pressured into using an old edition of the text. MANY of our students order their texts online. Could we have students indicate during the registration process whether they will get their books from the bookstore or "other" meaning they are responsible for ordering their own text. this way only the correct number of books will be ordered and there shouldn't be extra inventory on hand.

How does the current process create difficulties or delays for staff/students?: See above. Our dept has been charged if students don't buy the books. This has caused problems in the past with instructor's feeling as though they have to use old texts because there is too much inventory on hand of the old text books.

How do you think changes to this process could help staff/students?: See above. Students will be able to order their texts from the bookstore if that is their preference during the registration process, the bookstore will be able to order the correct inventory.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: check out inventory of bookstore.

Please indicate how frequently this process is used with less than acceptable results. During the beginning of the semester when students are starting their classes and when instructors have to guess the number of students they will have for the next year.

Approved **Not Approved** Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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This form is not meant to be a complaint form or to evaluate individual employees.

Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Robin Rodee-Schneider	Bus. & Cul. Arts - Marketing Dept.	9/28/07	18	5715

Process to be Reviewed: Travel and conference approval

Why do you feel that this process could be improved upon? (provide data and data source): The decision is not made at the appropriate level. This is consistent with the culture survey conducted last year. The decisions take too long.

How does the current process create difficulties or delays for staff/students?: 1. Approval for conference attendance and travel must be approved by the department dean, who sends it to the executive workteam dean who brings it to a committee. In most instances, the executive deans and committee are not familiar with the person making the request because they are not in routine contact with that person. The dean is aware of the reasons/rationale and appropriateness of the request. He/she should be able to make that determination along with the faculty or staff making the request. 2. In addition, some of the decisions seem arbitrary (i.e. some executive deans have required additional conditions which are not applied routinely across the college) An example: A faculty member put in a request to go to a conference that would have helped them learn about teaching techniques using active and accelerated learning. A condition for approval, was that the faculty member would have been required to put on an all-school session during in-service. The faculty member wanted to learn more about it and didn't feel comfortable putting on an all-school session before they knew what they were talking about and had practiced what they had learned. Another staff member was able to attend a similar conference with out the requirements of presenting to the school. After reviewing these conditions, (having to put on an all school in-service session) the faculty member was intimidated enough to rescind their request even though the dean and fellow faculty in the workteam was supportive. 3. The process takes an unnecessary amount of time. One example: I submitted a request early, with my dean's approval. We spoke; she knew of the reasons, rational and how it would help our dept. and approved my attendance. Because the executive dean and/or committee wanted additional information summarized for them, they delayed approval. Because of this, it will cost the school more money because we cannot take advantage of early, reduced conference registration. Had I not agreed to present at the conference, I would have said, "Forget it". 4. We are told to submit requests and have to send in agendas, conference brochures at the beginning of the year in order to be approved. This is unrealistic. Often conferences do not have these materials until a month or 2 before the registration. Sometimes one finds out about valuable conferences during the year, not just in September.

How do you think changes to this process could help staff/students?: The process would take less time and be less cumbersome. Faculty/staff would not have additional barriers in order to engage in professional development. The deans would be able to do their job. Have the supervising person (Dean, etc) make the decision.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: Take a look at the time involved making these decisions. Survey. Consider information from the culture survey last year about decisions made at the appropriate level.

Please indicate how frequently this process is used with less than acceptable results. Occasionally

Approved **Not Approved** Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Connie Schaumberg	College Outreach	10/3/07	19	5853

Process to be Reviewed: The way that students are able to identify classes with openings in the course schedule.

Why do you feel that this process could be improved upon? (provide data and data source): Currently students must click on each individual course to see if there are any sections remaining with openings. Ideally, students would be able to quickly identify available options remaining to them if the courses with openings could be identified in one list under specific headings. Marian College utilizes that system. It lists all courses available under one listing and courses with openings in another listing. College Outreach assists students who come in at all times of the year who want to get started as soon as possible-or pick up an extra class. We have to go through many headings before we can identify courses that have late starts with class openings. Frustrating for the student and staff member. Time consuming. Bottom line - Missed opportunities.

How does the current process create difficulties or delays for staff/students?: Opportunities in remaining course openings aren't easily identified by students who are registering late. They check several courses and many times don't realize they have other viable options remaining. This is heightened following running the purge listing which takes students out of classes for non payment of fees. Last semester there were a number of gen eds that didn't fill even though there were many students who were looking for them - people just weren't aware that there were late openings posted. A great example is that 2 weeks prior to school starting there were openings in the CNA program.

How do you think changes to this process could help staff/students?: Students could easily check the list to work out their best schedule. Ease in identifying options would allow students to maximize their opportunities for the semester, increasing FTEs. This would also free up time of staff who are spending large blocks of time to assist students who are trying to fill their schedule at the end of summer or over the Christmas break. That freed up time could be used helping additional students.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: The team could compare the amount of time it takes to utilize the existing online course schedule to find 12 credits (full-time status) to looking at a schedule that shows only the remaining courses with openings.

Please indicate how frequently this process is used with less than acceptable results. From the first day of registration through the first day of the last class available for the semester

Approved Not Approved Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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This form is not meant to be a complaint form or to evaluate individual employees.

Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Raj Pathare	Primary Learning	10/17/2007 resubmitted from April	20	3129

Process to be Reviewed: Recruitment and Hiring Faculty process

Why do you feel that this process could be improved upon? (provide data and data source): Our College starts the recruitment and hiring process too late in spring. Postings are done in late April. Closing date is in end of May. Screening is done end of May - middle of June. Interviewing is done middle of June to middle of July. With this time line our college is missing on getting good candidates. Other Colleges have a much better time line.

How does the current process create difficulties or delays for staff/students?: New hire is asked to teach courses in a short period, they need more time to understand our college and curriculum.

How do you think changes to this process could help staff/students?: New hire will have sufficient time on hand to get ready and teach the courses they are assigned, which in turn will benefit our students.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: .Start the recruitment and hiring process much earlier. Time line needs to be improved.

Please indicate how frequently this process is used with less than acceptable results.
Fall and spring semester hiring

Approved **Not Approved** Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Raj Pathare/Kathy Ebert	Primary Learning	10/17/2007 resubmitted from April	21	3129

Process to be Reviewed:

Curriculum Processing/Programming & Design office. Impact: Student Enrollment, Student Success.

Why do you feel that this process could be improved upon? (provide data and data source):

Department currently uses up to 5 locations to gather workload. Need for a combined workload database for modules, curriculum development and updates. Currently use a combination of iSeries reports, textbook order database reports, curriculum request database reports/links, update plans, and Lotus notes to send various messages back and forth. Very difficult to determine and manage workload. Need to collaborate with various systems and employees. Also need a system to train faculty how to use the textbook order data base to provide accurate information and how critical it is to module/online course preparation. (A grievance was filed in 2005 as result of online courses not being ready.) Staff also manually enters courses completed and by whom to keep track of what is done and still needs to be done. Supervisor manually calculates workload and performs analysis of results. Such as: how long it takes to process an updated or revised course to determine staffing needs. Many times we go down to the wire or over and bottlenecks occur in the process. Some courses are entered late in the iSeries and do not even “make” a report to plan for preparation. We often get a phone call/e-mail asking for the course.

How does the current process create difficulties or delays for staff/students

Staff: Having to search more than 5 locations in order to proceed with work is time consuming and often results in rework. Again, online courses were not ready in the Fall of 2006—impacting students and staff. No way to track production. Affects: bookstore, Tech Prep, Deans, Faculty, Students, Printing, Economic Development course area. In some instances, vacation time has been denied during this busy time.

How do you think changes to this process could help staff/students

Curriculum will ready on time before the class starts. Any changes and revisions to the existing and new curriculum will be done on time. Modules will be in the bookstore on time for students, courses built on time for faculty to set up and prepare for the start date of the online course allowing for student success. Provide more accuracy in all course builds and module processing. Bookstore could have less waste if not ordering extra modules and throwing away obsolete. Can include counts to make decisions about updating a module and disguarding old. Students will always have a current module. Happy students lead to more happy students. Happy faculty lead to happy students and more happy students. Thus, building enrollments and enhancing student success with effective curriculum. Can also increase student completion/success rates.

Briefly describe your suggestions to help the team evaluate the need for improving this process

Suggest one source such as a data driven website or a single source system to keep track of all curriculum projects (new and revised) and their status including what is in WIDS and what is not. This would be open for all staff responsible including the Dean. Instructional Designer can effectively keep track of what courses need to be completed and which are done without spending hours preparing manual reports. Build stronger relationships with faculty—they will know the status of all their courses via a one stop source. This can also lead to increased productivity which can lead to more time on other projects concerning students and staff.

Please indicate how frequently this process is used with less than acceptable results.
Every day of the work year.

Approved **Not Approved** Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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This form is not meant to be a complaint form or to evaluate individual employees.

Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Nancy Linger	Business Technology	11/1/2007 6:43:45 PM	22	4416

Process to be Reviewed: Recording grades

Why do you feel that this process could be improved upon? (provide data and data source): It is paper-based. Currently I record all grades in e-College electronically. At the end of the semester I manually enter the final grade on the gradesheet. Someone manually re-keys what I entered. Then students still wait for a paper grade record to be mailed. Too many people and too much time is involved in the process.

How does the current process create difficulties or delays for staff/students?: Last semester I had two students contact me about grades that were incorrectly recorded. They were correct in e-College and on my paper copy. Fortunately I checked my summer e-mails and was able to follow up for both students. The students were VERY frustrated that the grade didn't agree with what I had originally assigned them. I was equally frustrated and confused, but was able to get the grades corrected.

How do you think changes to this process could help staff/students?: If grades could be pulled directly from e-College, this may help, or if instructors could enter final grades directly into computer, it could save time. Entering online shouldn't take any more time than entering on paper. In addition, many colleges have eliminated paper grade reports and have secure access for students to check their grades online within days of the semester's end.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: How long does it take from the grade due date until the students receive a report card? Is this acceptable? How many people are involved? Is this acceptable? How many corrections are necessary each semester due to errors in keying grades?

Please indicate how frequently this process is used with less than acceptable results.
Occasionally

Approved **Not Approved** Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Catherine Winters	Health Sciences and Public Services	11/19/2007 8:30:48 PM	23	1441

Process to be Reviewed: Supply acquisition and usage in Health Sciences and Public Service program areas

Why do you feel that this process could be improved upon? (provide data and data source): This would provide improved customer service as measured by: 1)Development of more efficient system(s) for requesting/ordering instructional, non-instructional supplies, and capital equipment, 2)Identification of system(s) for usage of supplies/equipment that can be shared by multiple program areas, 3)Less duplication of supplies and equipment, 4)Reduction in replacement costs for lost/misplaced supplies/equipment

How does the current process create difficulties or delays for staff/students?: The current process does not address ways for faculty and staff to share resources and reduce cost. Currently 2-6 people order supplies for the health programs and at times there is confusion regarding who should be ordering supplies. Time is spent ordering supplies for several programs that could be shared rather than duplicated.

How do you think changes to this process could help staff/students?: Staff who order supplies will have improved communications with staff that request supplies. Programs will see a reduction in spending for shared supplies and could have more money available to purchase items that are program specific. This process could be an example for other areas of the college.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: A lean process could be initiated that includes representative Faculty and staff from HS/PS area and other areas of college

Please indicate how frequently this process is used with less than acceptable results.
Several Times Weekly

Approved Not Approved Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Cathy Werner	College Relations/Enrollment	12/18/2007 3:44:20 PM	24	5854

Process to be Reviewed: MPTC Course Schedule

Why do you feel that this process could be improved upon? (provide data and data source): I've received many complaints regarding our "multiple" course schedules. Many prospective students are confused as to which schedule to look at and they find it hard to read (the headings in the first schedule were too light). This is one of our most prominent marketing tools; it needs to be available in one schedule. Why would we want to make it more difficult for students to view what courses we offer; why not make it as easy as possible?

How does the current process create difficulties or delays for staff/students?: I receive numerous calls and email with questions in regarding to what we offer, and many have indicated they have "thrown out" they schedule because they could not find the information they are looking for. Therefore, these calls add to my daily workload.

How do you think changes to this process could help staff/students?: It would make it easier for our students to layout their class schedule for the next semester, and alleviate the need to have staff/advisor help them.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: Most students indicated the course schedule booklet from the past was most useful. It doesn't need to be a glossy/flashy marketing piece, but it would be helpful to have all the information in one resource. Many students don't use the on-line course schedule because they are not familiar with the navigation, and therefore, it's easier to call someone.

Please indicate how frequently this process is used with less than acceptable results.

Daily

Approved **Not Approved** Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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This form is not meant to be a complaint form or to evaluate individual employees.

Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Jodie Schneider	Financial Management/Facilities	2/27/2008	25	3231

Process to be Reviewed: Contact Us' at www.morainepark.edu website.

Why do you feel that this process could be improved upon? (provide data and data source): Establish a 'live chat' option on the home page of .edu so that ANYONE visiting our site who is unable to find the information they are looking or need an answer can chat with a college designee.

How does the current process create difficulties or delays for staff/students?: The current practice of completing form fields and sending an email message does not provide the immediate response that a 'live chat' would. The first impression of our dedication to our students/customers would be much improved even if the final resolution is not immediate, their first contact/response would be.

How do you think changes to this process could help staff/students?: Most questions could be answered instantaneously. Rather than leaving our site frustrated and not impressed, visitors/potential enrollees would have an opportunity to be 'wowed' with an immediate response.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: Live chats and instant messaging have become mainstay in the day-to-day tasks of our young adults. Many in this age group would not take the time to complete and send an email request or pick up the phone. With the main telephone numbers listed, inquiries would be transferred at least once, if not numerous, times which is often very frustrating.

Please indicate how frequently this process is used with less than acceptable results.
Daily during specific times of the year (please specify times). I do not have any data on the amount or frequency (or the average response time) for the existing email request forms.

Approved **Not Approved** Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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This form is not meant to be a complaint form or to evaluate individual employees.

Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Kathy Van Eerden	Nursing	4/16/2008	26	5721

Process to be Reviewed: The communication process students experience from the initial contact with MPTC to graduation.

Why do you feel that this process could be improved upon? (provide data and data source): I would like to encourage a lean approach to services that also enhances quality. The process students experience as they move into and through our system is unclear to me. Who does the potential student initially contact? How do we facilitate students in moving through our system? Is there inefficiency or duplication?

How does the current process create difficulties or delays for staff/students?: The current process is unknown to all. We may have knowledge of fragments without an understanding of the whole.

How do you think changes to this process could help staff/students?: Diagramming the process would be helpful. It would show a flow chart from initial phone call to graduation. Who is the student routed to? What is the purpose of each staff interaction or communication with the student? What literature is distributed when? Who does the student contact with questions during the time they are enrolled? A flow chart showing designated staff, their purpose, time frames, and outcome options would be helpful. It would also create a dashboard for use in evaluating some of our processes.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: Have a "secret student" call MPTC indicating interest. Outline the process that then occurs, including staff contacts, mailings, etc. Develop a flow chart. Analyze findings for duplication and inefficiencies. Determine if the process is student friendly; does it meet student needs. In addition, identify a tip phone list for staff use to include staff and departments and their purpose/role. Currently, I sometimes need to look through the multi-page phone list reading staff positions to try to figure out who to call; is this equally unclear for students?

Please indicate how frequently this process is used with less than acceptable results.

Daily

Approved **Not Approved** Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Judy Urben	MCA	4/17/2008	27	3268

Process to be Reviewed: Library annual inventory of materials

Why do you feel that this process could be improved upon? (provide data and data source): Every year the library sends out paper copies to every staff member who has a book that is inventoried thru the library. The paper used on this process (this year I received two(2) sheets of paper, single-sided, telling me that I have to return or renew one book.

How does the current process create difficulties or delays for staff/students?: It is fiscally irresponsible to waste paper for a process that should be able to be done electronically. For six books, this process used 8 sheets of paper. That is just for four staff. What a huge waste. I can only imagine how many sheets of paper were used for this project. Plus, the book is one that my budget purchased and I call each year and explain that I will not be returning the manual. It's a style guide that I use regularly which is why I purchased with my budget dollars.

How do you think changes to this process could help staff/students?: Eliminates waste of our budget dollars. Eliminates waste of staff time to have to call or walk over books that need renewal.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: Send notices eletronically. Don't make books purchased thru our own accounts have to go thru the library for processing. Make a list of books that they library knows will never be returned for the above reason and then don't send to those people. If it must be sent on hard copy, which I find hard to believe that's the only way, make sure it is at least single-sided.

Please indicate how frequently this process is used with less than acceptable results.

Daily during specific times of the year(please specify times)

Approved **Not Approved** Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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This form is not meant to be a complaint form or to evaluate individual employees.

Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Nadine Allen	Marketing - Institutional Research and Quality Improvement	5/5/2008	28	3287

Process to be Reviewed: Lack of all-employee training on Lean concepts, quality improvement tools and MPTC's culture of quality. Currently there is no process to include new employees or staff not directly working on a continuous improvement project.

Why do you feel that this process could be improved upon? (provide data and data source): Right now we do not have an introduction of our Quality System or culture to new employees which would include: AQIP accreditation, MPTC Systems Portfolio, or the Quality Council to name a few. New employees will not know how they can make suggestions and since they are coming in with a fresh set of eyes, they could offer a lot. The only chance that employees can learn about AQIP is through the Leadership Development Series, and that they can take at any time during their employment; it's not required to be taken soon after hire. New employees also will not know where to find the Quality Initiatives or how to be involved with process improvement. For the rest of the college, they overhear what the Quality Council might be doing, but since they are not trained in the Lean Lingo, they do not understand what the projects are all about and don't see the many benefits most times.

How does the current process create difficulties or delays for staff/students?: Until we get the understanding from the entire staff of what the Quality Council, and ultimately the college, is trying to do, there will not be complete buy-in to our improvements. Down the road, we want employees to be able to facilitate their own projects, but with a limited number of staff familiar with the quality tools, the number of projects to be undertaken within departments will be few.

How do you think changes to this process could help staff/students?: For one, it would help build unity among staff and create the culture of quality we are trying to build toward. Students will see a more unified staff and experience the benefits from more efficient processes throughout all departments.

Briefly describe your suggestions to help the team evaluate the need for improving this process?: Since there was a recent survey completed by Organizational Development/HR, and they are deciding what types of offerings can be included for staff development, I think this is a good time to consider further training. Training on Lean and quality tools to include 6 sigma would be very beneficial. Eight members of the Quality Council went through White Belt training, but that is all. The Green Belt training (the next step up from White Belt) was cancelled due to lack of outside enrollment. Having all staff participate in White Belt training or something similar is not only a great team building activity, but will give them some of the tools necessary to improve processes.

Please indicate how frequently this process is used with less than acceptable results.

Daily

Approved Not Approved Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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This form is not meant to be a complaint form or to evaluate individual employees.

Employee Name: Sandy Justman	Work Unit: Economic and Workforce Development	Date: 09/13/2008	Idea #: 29	Phone #/Extension: X3449
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Process to be Reviewed:

38.14 Contract Registration process for participants involved with business and industry training.

Why do you feel that this process could be improved upon? (provide data and data source):

I feel this process could be improved to save the college money and staff resources (time). There is a cost to the college to produce the 3-part form. As a college, we trained over 5,300 employees in "2008". Each of these participants completed a form. There is also a cost to the college in form of staff resources. The form is completed by staff responsible for the training and then entered in the system by a member of the registration department.

How does the current process create difficulties or delays for staff/students?:

There is a delay in processing the participant's registration because the form must pass through 3 areas (faculty, responsible party of training and registration) before it shows on their transcript. There is also a delay in starting the training because the faculty member must take time to have participants complete the form. This is time that could be spent on training verses completing a form.

How do you think changes to this process could help staff/students?:

Changing this process will save time for several departments, staff and students. Faculty members will be able to "hit the ground running" and begin their training immediately. Several staff members will save time in the form of data entry, filing and recordkeeping. Additional benefits will include saving room if completed forms are no longer retained.

Briefly describe your suggestions to help the team evaluate the need for improving this process?:

My suggestion for improving the process would include implementation of an online registration form for employees involved in contract training. Using this process a company could enter the information for employees involved in the training. We could then issue an attendance sheet (like we do for program courses) so the instructor has it available on the first day of the training. I believe there is an opportunity to modify the current online registration so it can also be utilized for the purpose of business and industry training.

Please indicate how frequently this process is used with less than acceptable results.

Several Times Weekly

Approved **Not Approved** Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

Moraine Park is actively recruiting your input. The purpose is to give employees a means to identify processes that need to be reviewed and possibly streamlined. The goal is to eliminate steps that only waste time—thereby providing staff with time for “value-added services”. Please provide the Quality Council with supporting data and information to validate the need for the recommendation. We want to hear from you.

This form is not meant to be a complaint form or to evaluate individual employees.

Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Kathy Ebert	Academics - Primary Learning	10/16/2008	30	3315

Process to be Reviewed:

Textbook & Module Ordering database & process

Why do you feel that this process could be improved upon? (provide data and data source):

Manual module ordering process as well as textbook ordering. Ordering prior to deadline date by bookstore staff. Often times order contains wrong info such as wrong books, supplies, etc. Telephone calls regarding each order are made for both books and modules to instructors and admins. Coordinate due dates with other processes related.

How does the current process create difficulties or delays for staff/students?:

Repeated phone calls for clarification, wrong books, wrong modules, bookstore staff not being able to communicate with students regarding books and/or modules. Multiple systems/databases being used by multiple people causing inaccuracies and throwing away/returning of modules and textbooks. Departments get charged back for this cost. Wrong modules being sold to students--confusion over 3 sets of modules--all different.

How do you think changes to this process could help staff/students?:

Known system for inventory to aid in ordering decisions by program area; not bookstore. Cost reduction. Students will have right book and module.

Briefly describe your suggestions to help the team evaluate the need for improving this process?:

Value stream map current process; eliminate manual/paper usage and unknowns; shared inventory and status of order system. Less repetition of reviewing order; cost reduction. Time saving.

Please indicate how frequently this process is used with less than acceptable results.

Several Times Weekly

Approved Not Approved Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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Employee Name: Christine Burt	Work Unit: Student Services - One Stop West Bend	Date: 11/26/2009	Idea #: 31	Phone #/Extension: X5802
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Process to be Reviewed:
Receiving Reporting Information from Students. Banner form SZACLNO on the front line.

Why do you feel that this process could be improved upon? (provide data and data source):
This process will effectively provide privacy for the student and better customer service during interaction with Student Support Representatives. Also this would increase the accuracy and amount of reporting needed for MPTC.

How does the current process create difficulties or delays for staff/students?:
Currently, when a student comes in with a transaction, the staff are required to ask them personal reporting questions in front of other staff and students. Due to the nature of these personal questions that the student responds during their encounter at the front line and the lack of personal space for them to give out this personal information for reporting purposes, it provides an unsettling atmosphere and awkwardness. These reporting questions are on the Registration Forms, but students don't always fill them all out or don't present a Registration Form.

How do you think changes to this process could help staff/students?:
These changes will make the student and staff more comfortable in the reporting process and also increase reporting quotas.

Briefly describe your suggestions to help the team evaluate the need for improving this process?:
During a student transaction, present a small piece of paper with the reporting questions and have the student quickly fill out while Student Support Representative (SSR) is working on their transaction. The student does not need put their name on it. Depending on when to enter data depends on SSR, but at least right after student transaction is complete. After the reporting is entered the paper is shredded.

Please indicate how frequently this process is used with less than acceptable results.
Daily

Approved **Not Approved** Reason: _____
Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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This form is not meant to be a complaint form or to evaluate individual employees.

Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Jon Waldhuetter	Apprenticeship	1/29/2009	32	5841

Process to be Reviewed:

Transfer of Lotus note information to hard drive folders

Why do you feel that this process could be improved upon? (provide data and data source):

Presently to move email information to personal files on the hard drives it is necessary to do a cut and paste from lotus to the appropriate file and drive

How does the current process create difficulties or delays for staff/students?:

It takes additional time to move between lotus and the required drive, cut the lotus document and paste to the appropriate file on the drive. It may not seem like alot of time per transfer but over time it is. I think presently many individuals let their email fill up because of the extra steps required to properly save documents.

How do you think changes to this process could help staff/students?:

Having a one step link to move and save documents from lotus notes would save time, help staff to better organize their work processes and documentation and reduce the load on Lotus notes

Briefly describe your suggestions to help the team evaluate the need for improving this process?:

A new one step process to transfer documents from the Lotus notes page or tool bar

Please indicate how frequently this process is used with less than acceptable results.

Daily

Approved Not Approved Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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This form is not meant to be a complaint form or to evaluate individual employees.

Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Jon Waldhuetter	Apprenticeship	2/12/2009	33	5841

Process to be Reviewed:
Faculty and Support Staff evaluations

Why do you feel that this process could be improved upon? (provide data and data source):
The current process is quite lengthy, 45 min. to an hour for each evaluation to be completed in an acceptable fashion. Most Deans have a minimum of 6 - 8 to complete while some have over 20

How does the current process create difficulties or delays for staff/students?:
The current forms ,which are accessed thru Park Place, are only accessalbe from school, they cannot be accessed from home or oss site. This requires roughly 16 to 40 + hours of desk time to complete the forms. During the regular work day it is very difficult to allocate this time do to other daily work processes, meetings, emails and phone calls. Presently the only options available are to stay evenings or come in weekends to complete some or all of this task

How do you think changes to this process could help staff/students?:
Changes would free up regular day hours to address other work processes and would improve availability of Deans to students and instructors. It would also provide opportunity for home/ family time

Briefly describe your suggestions to help the team evaluate the need for improving this process?:
Provide a link that would make the evaluation forms accessable from off campus locations and home to all responsible parties. Outside access would allow for better utilization of time by reviewers +

Please indicate how frequently this process is used with less than acceptable results.
Daily during specific times of the year(please specify times)

Approved Not Approved Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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This form is not meant to be a complaint form or to evaluate individual employees.

Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Chuck Birringer	Finance/Facilities	2/19/2009	34	3240

Process to be Reviewed:
Capital Equipment Budget and Purchase Process

Why do you feel that this process could be improved upon? (provide data and data source):

1) There are several databases maintained by several people that contain duplicate/redundant information. 2) Since there is a time between budgeting either extra dollars are added to budget line items to account for any shortfalls or budget transfers are required to make up the difference budget to purchase. 3) Hours of time are required to provide lists of what has been budgeted but not purchased. 4) Budget Substitution is a paper process that requires several signatures and an inordinate amount of time. 5) There is no single repository where staff are able to view the status of their budget requests. 6) The budget process provides for an environment of Sole Sources that in turn reduce competitive bidding. 7) Not having the correct price of the product or the appropriate purchasing documentation may cause significant delays in purchasing. I am sure there are other items that could be improved on.

How does the current process create difficulties or delays for staff/students?:

1) If the correct price and/or the required purchasing documentation are not completed by the time the requisition is entered, significant delays in delivery may result. 2) Many of the budgeted items require instructor input before purchasing. Many instructors are not available in the summer and therefore items may not be available for them at the start of the classes in the fall.

How do you think changes to this process could help staff/students?:

I think that if the budgeting / purchasing process were seamless, we would obtain a much better product, delivered when need it, with the best possible quality of the college.

Briefly describe your suggestions to help the team evaluate the need for improving this process?:

I believe that if we improve this process, we will significantly improve the value (quality and cost) and delivery of the tools (capital equipment), our staff require to, in turn, teach our students.

Please indicate how frequently this process is used with less than acceptable results.

Daily during specific times of the year (please specify times)

Approved Not Approved Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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This form is not meant to be a complaint form or to evaluate individual employees.

Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Kristen Finnel	Health Sciences & Early Childhood	3/3/2009	35	262-306-5313

Process to be Reviewed:

Supply acquisition and usage in Health Sciences, Public Services, Child Care and Natural Sciences

Why do you feel that this process could be improved upon? (provide data and data source):

This would provide improved customer service as measured by: 1. Development of a more efficient system for requesting/ordering instructional, non-instructional supplies and capital equipment. 2. Identify a system that can be shared by multiple program areas. 3. Less duplication of supplies and equipment. 4. Reduction in replacement costs for lost/misplaced supplies and equipment. 5. Reduction in non-instructional and instructional budget dollars.

How does the current process create difficulties or delays for staff/students?:

The current process does not address ways for faculty and staff to share resources and reduce cost. Currently 2-6 staff order supplies for numerous programs that could be shared rather than duplicated.

How do you think changes to this process could help staff/students?:

With ordering more centralized, staff who order supplies will have improved communications with faculty that request supplies. Programs will see a reduction in spending for shared supplies and will have more money available to purchase items that are program specific.

Briefly describe your suggestions to help the team evaluate the need for improving this process?:

Creating a centralized ordering process would eliminate duplication of supplies. A lean process could be initiated that includes representative faculty and staff from program areas as well as the purchasing department.

Please indicate how frequently this process is used with less than acceptable results.

Several Times Weekly

Approved **Not Approved** Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Idea #36 was a duplicate, was left out intentionally.

Quality Improvement Recommendation Form

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This form is not meant to be a complaint form or to evaluate individual employees.

Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Jay Edgren	Instructional Support (Academics)	3/11/2009	37	3184

Process to be Reviewed:

Development of Course Schedule

Why do you feel that this process could be improved upon? (provide data and data source):

Communication gaps; difficulty meeting some deadlines; unsure of some deadlines in process;

How does the current process create difficulties or delays for staff/students?:

Deans have a difficult time meeting deadlines; changes occur after deadlines; current process for proofing is time-consuming

How do you think changes to this process could help staff/students?:

Value stream mapping and cutting out unnecessary steps saves the College monies in staff time; shortening the process would alleviate undue stress

Briefly describe your suggestions to help the team evaluate the need for improving this process?:

The course schedule creation involves multiple units of the College: IT, Academics and Marketing. Having an unbiased third party facilitate a discussion to create a lean process, with the outcome of a timeline that is agreeable and provides adequate time for the completion of each step would promote an increased level of trust and understanding. Since this process does not involve faculty, it would be an excellent summer project.

Please indicate how frequently this process is used with less than acceptable results.

Daily during specific times of the year (please specify times)

Approved **Not Approved** Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Anthony Reese	Electrical Apprenticeship/Mathematics	5/9/2009	34	3419

Process to be Reviewed:

Innovation & Technology / Institutional Effectiveness Goal (The goals listed above this form)

Why do you feel that this process could be improved upon? (provide data and data source):

We can expand and use more resources (human & technology) to expedite the lower two goals mentioned above and outlined at the top of this form.

How does the current process create difficulties or delays for staff/students?:

I feel (respectfully) we need to create a "teacher center" i.e. a room with a few (5 at most) computers containing all the software (adobe, camtasia, etc..) and provide a list of teachers willing to donate a few hours per week to help those interested in using technology in the area they teach. Also to continue to develop materials, examples, etc ... to draw others in.

How do you think changes to this process could help staff/students?:

#6 above would create a network of willing/able participants and "a place they can go/meet" for help and get started in what may appear to them (overwhelming) at the present time.

Briefly describe your suggestions to help the team evaluate the need for improving this process?:

1) Create a "small room(s)" somewhere on FDL campus to start with, containing a few PC's and ALL software mentioned above and more. 2) Solicit individuals willing to help either directly or indirectly as contact persons who will donate their expertise and a little bit of time each week (3-5 hours) to help, and create the learning environment to expedite the goals listed above. 3) Focus more on creating a culture of friendship, teamwork, kindness, etc... rather than one of competition. The reason for this is to move our school forward in the "lightning paced" technology revolution we are experiencing. Note: This is just an idea and thoughts I have had over the past year. In no way am I trying to influence any group or any individual if they feel opposite to what I have stated. a) Add increased web server space for instructors with the understanding that there would NOT be an undue burden on IT in that instructors would be required to back up their own material. Backups might be done once a month, quarterly or even at the end of each semester (?) Currently, there is not enough web space to house the vast amount of space required concerning the previous quality request submission.

Please indicate how frequently this process is used with less than acceptable results.

Daily

Approved Not Approved Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

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This form is not meant to be a complaint form or to evaluate individual employees.

Employee Name: Judy Urben	Work Unit: MCA	Date: 5/15/2009	Idea #: 35	Phone #/Extension: 3268
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Process to be Reviewed:

Currently when you reserve a room thru the Lotus system of MPTC Resources you have no way of knowing which rooms have IVC capabilities without leaving the reservation process and moving into Park Place, etc. to find available IVC rooms.

Why do you feel that this process could be improved upon? (provide data and data source):

It would be very beneficial and a time savings to indicate under MPTC Resources which rooms have IVC capabilities. (ie., either have a separate section listing all IVC rooms OR behind each room that is IVC, add "IVC" behind the room number.

How does the current process create difficulties or delays for staff/students?:

See above

How do you think changes to this process could help staff/students?:

As staff are being encouraged to use IVC rooms it is helpful to list which rooms have IVC capabilities all in one place.

Briefly describe your suggestions to help the team evaluate the need for improving this process?:

see above

Please indicate how frequently this process is used with less than acceptable results.

Several Times Weekly

Approved **Not Approved** Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments:

Quality Improvement Recommendation Form

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Employee Name:	Work Unit:	Date:	Idea #:	Phone #/Extension:
Sandra Melius	Barber Cosmetology, Apprenticeship & Trades	6/17/2009	36	5840

Process to be Reviewed:

Registration

Why do you feel that this process could be improved upon? (provide data and data source):

Students waiting in long lines for a long period of time.

How does the current process create difficulties or delays for staff/students?:

Same as above - students are very frustrated.

How do you think changes to this process could help staff/students?:

Happier students - this maybe the first experience that a student has with the college - it should be a good (great) one.

Briefly describe your suggestions to help the team evaluate the need for improving this process?:

Open registration ideas for long lines. 1. Bring in more staff – part-time or full-time 2. Have supervisors register students 3. Open up a lab for a mass registration 4. Have chairs in waiting area 5. Have TV in waiting area 6. Serve coffee or rolls 7. Have greaterers for answering questions 8. Inform students of class enrollments on a big screen TV or other school information – market new programs.

Please indicate how frequently this process is used with less than acceptable results.

Daily during specific times of the year. Registration times.

Approved **Not Approved** Reason:

Signature of staff reviewing: _____ Date: _____

Quality Council Comments: