

Action Project Template

A. Give a short identifying title (under 10 words) to this Action Project.

Create a continuous improvement culture: Create an efficient, student friendly admissions process.

B. Describe the goal(s) of this Action Project (in 100 words or fewer).

The goal of this action project is to create improvements in a major system at the college that has a positive impact on service to students and involves a wide variety of staff. Improvements to the admissions process should produce organizational efficiencies in use of staff, technology, and processing time, as well as provide students with clear information and communication and a welcoming feeling from the college. The process used to create these improvements and the results will be utilized as an example for future improvement projects at the college which will build an improvement culture over time.

C. Please identify the single AQIP Criterion which the Action Project will Primarily affect (select one from the *Primary* row), and no more than four other Criteria to which it is strongly related (select four from the *Related* row).

Primary	<ol style="list-style-type: none"> 1. Helping Students Learn 2. Accomplishing Other Distinctive Objectives 3. Understanding Students' and Other Stakeholders' Needs 4. Valuing People 5. Leading and Communicating 6. Supporting Institutional Operations 7. Planning Continuous Improvement 8. Building Collaborative Relationships 9. None
Related	<ol style="list-style-type: none"> 1. Helping Students Learn 2. Accomplishing Other Distinctive Objectives 3. Understanding Students' and Other Stakeholders' Needs 4. Valuing People 5. Leading and Communicating 6. Supporting Institutional Operations 7. Planning Continuous Improvement 8. Building Collaborative Relationships

Identify up to four of the AQIP Principles of High-Performing Organizations that you hope this project will enhance.

Principles	<p>A. A mission and vision that focus on serving students and other stakeholders</p> <p>B. Broad-based faculty, staff, and administrative involvement</p> <p>C. Leaders and leadership systems that support a quality culture</p> <p>D. A learning-centered environment</p> <p>E. Respect for people and willingness to invest in them</p> <p>F. Collaboration and a shared institutional focus</p> <p>G. Ability, flexibility, and responsiveness to changing needs and conditions.</p> <p>H. Planning for innovation and improvement</p> <p>I. Fact-based information-gathering and thinking to support analysis and decision-making</p>
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D. Please describe your Institution’s rationale for addressing the *Primary* criterion at this time. Why is this project and its goal(s) one of your “vital few”?

The Vital Focus process identified the college’s desire to work to ward a culture of continuous improvement. We have learned about the CI culture in past years, but have only applied some aspects of it. This project will set the model for the future.

E. List the organizational areas (or institutional departments and divisions) most affected.

- ♣ Student Development and Success (SDS)
- ♣ Instructional Division offices

F. List and briefly describe the critical processes most affected.

Students’ application to the college, internal processing of the application, departments involved in processing the application, communications with the student, paperwork flow.

G. List the process measures that you plan to track as you work on this Action Project.

- ♣ Flow chart of the admissions process.
- ♣ Data gathered on average time of processing, number of individuals involved, etc.
- ♣ Information gathered from stakeholders about the process.

H. List the outcome measures that you plan to track as you work on this Action Project.

- ♣ Ratio of admissions inquiries per new attending students.
- ♣ Length of time to process an application.
- ♣ Number of different persons a student needs to talk to
- ♣ Number of calls from students with questions.
- ♣ Number of communications a student received from MATC in the process.

I. Describe your annual stretch targets for this Action Project.

Year	Quantitative and Qualitative Stretch Targets
One	<ul style="list-style-type: none"> • Benchmark data will be collected on current process. Staff will provide detailed information on current process. • Admissions and SDS staff will realize the benefit to the change. • The process will be redesigned.
Two	<ul style="list-style-type: none"> • The new designed process will be implemented. • Data will be college on turn around time. • Students will receive regular updates from the college and call less with questions.
Three	<ul style="list-style-type: none"> • Processing time will be reduced. • Ratio of inquires to new students will improve.

J. Briefly describe how you plan to keep your institution's attention and energies focused on this Project and its goal(s).

- Continue to publish the AQIP updates we have begun.
- Each Action Project will have its own web page and will report regularly
- Regular reports will be given at institutional inservice meetings.

K. Who should be able to read this Action Project's title and description

Anyone	Only people from other AQIP Institutions
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Who should be able to read this Action Project's general outlines?

Anyone	Only people from other AQIP Institutions
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Who should be able to see the measures you will use to chart this Action Project's progress and outcome?

Anyone	Only people from other AQIP Institutions
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Who should be able to see the targets you have set yourself for this Action Project?

Anyone	Only people from other AQIP Institutions
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L. Please explain your reasoning for whichever level of publicity you chose.

Communication is the foundation of all action projects. Therefore, it is important that the work completed, goals and results be readily available to all. Every effort should be transparent and should welcome constructive criticism so that the entire process improves.