

# Process Improvement Team Charter Document

Rev Date: 5/2/11

Process Name: SEM Process 3

1.

Who is served by this process?	What are their primary needs or requirements?
Currently enrolled students	Support to complete their educational goal(s)
Faculty	Support to effectively teach students
Staff	Increase efficiencies and communication; well defined processes to enroll and support students

2. Why is the performance of this process critical to the organization's success?

It is important to clarify support processes for students enrolled in classes in order to help students meet their educational goal, whether it is degree attainment, transfer, developing job skills, or personal development.

3. What is the scope of this process?

When does it begin?	First day of attendance for each NVC student
What is the range of possible starting points, cues or inputs?	Varied depending on whether the course begins on the first day, or is a late-start or online class. May also include students who add during the first two weeks to the course.

When does it end?	Upon completion of the student's educational goal.
What is the range of possible endpoints, outcomes or outputs?	<ul style="list-style-type: none"> <li>• Degree and/or certificate attainment</li> <li>• Transfer</li> <li>• job training completion,</li> <li>• Personal enrichment/life skills.</li> <li>• Drops or failure from courses or programs</li> <li>• Failure to transfer.</li> </ul>

4. What are the organization's goals for improving the performance of this process?

Measure	Target value
Increase in graduation rates	
Increase transfer rates	
Increase successful course completion	
Increase in persistence	
Retention	

5. Who is the process owner?

Sue Nelson, Vice-President of Instruction

6. Who will be on the process improvement team?

Marci Sanchez

Cari Roughley, Office of Instruction Secretary

4 Faculty member(s) to be named (one preferably who teach within a learning community)

Dixie Larson, Admissions and Records clerk

Gwen Kell, Transfer Counselor

Rebecca Scott, Dean of Library and Learning Resources

? from Student Support Services

7. What other processes are or should be linked to this one?

Scheduling of classes

**8. Who else should be involved or consulted during this improvement project?**

Institutional researcher

**9. What will be the project timeline?**

Step		Completion date
1.0	Focus on a critical process	3/1
2.0	Define and analyze what 'is'	April 15
3.0	Research and design what 'should be'	June 30
4.0	Manage the transition from 'is' to 'should be'	
5.0	Continuously improve process performance	

**10. What constraints, if any, are being placed on this project?**