

AQIP

Idea Analysis Report Form

12/3/2009

Idea Title: Perform quality process mapping to measure & implement process improvements for the student intake experience.

Report from Table Group: A

A. Most Critical of Pressing Aspects that Make this Area Most Important for Action:

1. Students 1st impression and impacts on our reputation
2. Meet expectations if they are known and everyone is on same page
3. Staff morale and productivity improved leading to job satisfaction

B. Difference to be made by acting on this area: (What results do you most want to see? What processes, what people, and what cultural characteristics of the college would benefit?)

1. **Results desired:** Staff efficiencies, reduced student/faculty/staff anxiety, scheduling efficiencies
2. **Processes Impacted:** Recruiting, admissions, counseling & advising, registration, cashiers, financial aid
3. **People benefited:** Students, faculty, staff, stakeholders, UCEN partners, high school

C. Provocative Proposition that we forward for consideration:

1. **We Propose:** Perform quality process mapping to measure and implement process improvements for the student intake experience and reducing negative outcomes.
2. **Because:** We need to reduce the anxiety of students, faculty & staff. Manage expectations, increase productivity and move from reactive to proactive.

ON BACK: WRITE SPECIFIC STRATEGIES OR ACTIONS FOR ACCOMPLISHING YOUR RECOMMENDATION-I.E., IDEAS IN SPECIFICALLY WHAT COULD BE DONE:

- Review and identify the current process
- Focus group of student services employees
- Benchmark what other colleges are doing
- Identify other processes to adapt and incorporate
- Identify our resources (people, technology, space, funding)
- Identify weaknesses
- Identify threats if we fail to manage this
- Identify what to fix
- Assemble a team cross-function ally to work on solving
- Document process to benefit
- Bring in consultant
- Training on the process & improvements
- Implement a knowledge database to track problems or suggestions

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Idea Analysis Report Form

12/3/2009

Idea Title: Develop a formal program, class-scheduling process that includes advising. This would guarantee the potential for students to complete AAS in 2 years.

Report from Table Group: B

A. Most Critical of Pressing Aspects that Make this Area Most Important for Action:

1. Graduate in a 2 year period
2. Meet grant funding completion requirements
3. Streamline scheduling process for students, staff, faculty & advisors

B. Difference to be made by acting on this area: (What results do you most want to see? What processes, what people, and what cultural characteristics of the college would benefit?)

1. **Results desired:** Better informed students, degree completion on time, improved program completion numbers, meet state/federal requirements for funding
2. **Processes Impacted:** Advising, scheduling, financial aid, program completion
3. **People benefited:** Students, faculty, staff, employers, recruiting, marketing

C. Provocative Proposition that we forward for consideration:

1. **We Propose:** Implementation of a schedule planning software that incorporates the needs of programs and student graduation requirements
2. **Because:** The schedule drives our business

ON BACK: WRITE SPECIFIC STRATEGIES OR ACTIONS FOR ACCOMPLISHING YOUR RECOMMENDATION-I.E., IDEAS IN SPECIFICALLY WHAT COULD BE DONE:

- Accurate student scheduling is at the heart of Mott's economical livelihood and provides greater convenience to the striving student with scheduling issues

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Idea Analysis Report Form

12/3/2009

Idea Title: MCC develop & implement a student run TV and radio station

Report from Table Group: C

A. Most Critical of Pressing Aspects that Make this Area Most Important for Action:

1. Campus community spirit-talk show, broadcast sports, Minute @ Mott
2. Build curriculum-learn how to run a camera, how to use technology (computers)
3. Free advertising

B. Difference to be made by acting on this area: (What results do you most want to see? What processes, what people, and what cultural characteristics of the college would benefit?)

1. **Results desired:** Building MCC community, practical expensive (fund raising aspects)
2. **Processes Impacted:** ITS department staffing increase (computing systems)
3. **People benefited:** Students, community, faculty/staff

C. Provocative Proposition that we forward for consideration:

1. **We Propose:** We propose the creation of a Mott student run radio and TV station
2. **Because:** It will build campus spirit, enhance sense of student community while promoting programs, media, entertainment, technology

ON BACK: WRITE SPECIFIC STRATEGIES OR ACTIONS FOR ACCOMPLISHING YOUR RECOMMENDATION-I.E., IDEAS IN SPECIFICALLY WHAT COULD BE DONE:

- Focus on low cost aspects of the project (low hanging fruit)

AQIP

Idea Analysis Report Form

12/3/2009

Idea Title: Successful Student Classroom Behavior

Report from Table Group: D

A. Most Critical of Pressing Aspects that Make this Area Most Important for Action:

1. Effective learning cannot take place with so many distractions. Create good learning environment
2. Students need to learn these skills for lifelong success
3. Students need to learn to a deeper level of understanding

B. Difference to be made by acting on this area: (What results do you most want to see? What processes, what people, and what cultural characteristics of the college would benefit?)

1. **Results desired:** None
2. **Processes Impacted:** None
3. **People benefited:** College & students

C. Provocative Proposition that we forward for consideration:

1. **We Propose:** The college creates a task force to develop strategies & action plans to ensure our students have the behavior/skills necessary to be successful in college & beyond
2. **Because:** None

ON BACK: WRITE SPECIFIC STRATEGIES OR ACTIONS FOR ACCOMPLISHING YOUR RECOMMENDATION-I.E., IDEAS IN SPECIFICALLY WHAT COULD BE DONE:

- Orientation session
- Online courses similar to e-learning prep course
- Job readiness workshop for all student employees
- Written materials
- Active campaign to improve classroom behavior
- Information on syllabus
- Consistency across campus
- Review existing courses available
- Foundation, CASD, etc.
- Student code of conduct (complete a test on this and then sign a completion before registration)

AQIP

Idea Analysis Report Form

12/3/2009

Idea Title: Streamlined & efficient financial process

Report from Table Group: E

A. Most Critical of Pressing Aspects that Make this Area Most Important for Action:

1. Completion (other schools)
2. Students missing classes have to wait
3. Students being dropped from classes

B. Difference to be made by acting on this area: (What results do you most want to see? What processes, what people, and what cultural characteristics of the college would benefit?)

1. **Results desired:** Students have a processed financial aid package in order to purchase books and pay for classed within 2 weeks of class start date
2. **Processes Impacted:** Registration, orientation, financial aid
3. **People benefited:** Students, secretaries, faculty, administrators

C. Provocative Proposition that we forward for consideration:

1. **We Propose:** More staff hired
2. **Because:** Financial aid impacts all students and staff ant MCC

ON BACK: WRITE SPECIFIC STRATEGIES OR ACTIONS FOR ACCOMPLISHING YOUR RECOMMENDATION-I.E., IDEAS IN SPECIFICALLY WHAT COULD BE DONE:

- None

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Idea Analysis Report Form

12/3/2009

Idea Title: Marketing

Report from Table Group: F

A. Most Critical of Pressing Aspects that Make this Area Most Important for Action:

1. We have more to offer than our competitors and no one knows it-under exposed-out advertised
2. Lack of target market-programs want to attract higher caliber students
3. We do not use updated Medias to advertise-face book, high schools, etc.

B. Difference to be made by acting on this area: (What results do you most want to see? What processes, what people, and what cultural characteristics of the college would benefit?)

1. **Results desired:** Specific awareness of our technology and programs to higher level students & raise "wow" factor in community
2. **Processes Impacted:** All areas from admissions to financial aid
3. **People benefited:** Smaller programs

C. Provocative Proposition that we forward for consideration:

1. **We Propose:** Revamp of our marketing program & bring it into this century, target younger high school market
2. **Because:** We need more in the community to know what quality & marketable programs we have

ON BACK: WRITE SPECIFIC STRATEGIES OR ACTIONS FOR ACCOMPLISHING YOUR RECOMMENDATION-I.E., IDEAS IN SPECIFICALLY WHAT COULD BE DONE:

- Send alumni from programs back to their high school to describe their Mott experience & field
- Have a speaker group from various programs that are targeted to specific groups (robotics clubs, music programs, etc.)
- Media slam in June after high school graduation
- 30-60 second videos of programs produced by our media classes and available on our web-site or other areas on the web

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Idea Analysis Report Form

12/3/2009

Idea Title: Comprehensive pro-active integrated enrollment process

Report from Table Group: G

A. Most Critical of Pressing Aspects that Make this Area Most Important for Action:

1. Poor customer service and lack of cost effectiveness
2. Student failure and lack of retention
3. Frustration experienced by all

B. Difference to be made by acting on this area: (What results do you most want to see? What processes, what people, and what cultural characteristics of the college would benefit?)

1. **Results desired:** Retention and student success throughout college & beyond, obtain their goals and life achievement
2. **Processes Impacted:** Financial aid, admissions, student services, faculty, clubs, and student life. Improve communication college-wide and require college-wide informational meetings
3. **People benefited:** Everyone

C. Provocative Proposition that we forward for consideration:

1. **We Propose:** A comprehensive proactive-integrated process that includes a team oriented approach consisting of student services (financial aid, counselor, faculty, learning center, and student ambassador) professionals to assist students with their plan start to finish and beyond
2. **Because:** We want students to succeed by providing skills & critical thinking choices communication, etc. to be competent contributing members of our community & society

ON BACK: WRITE SPECIFIC STRATEGIES OR ACTIONS FOR ACCOMPLISHING YOUR RECOMMENDATION-I.E., IDEAS IN SPECIFICALLY WHAT COULD BE DONE:

- None

AQIP

Idea Analysis Report Form

12/3/2009

Idea Title: Developing Student Basic Success Model

Report from Table Group: H

A. Most Critical of Pressing Aspects that Make this Area Most Important for Action:

1. We have become student enablers instead of student educators
2. Students underprepared academically for our program
3. Students' ability to succeed in our program or in local/state/national certifications

B. Difference to be made by acting on this area: (What results do you most want to see? What processes, what people, and what cultural characteristics of the college would benefit?)

1. **Results desired:** Better prepared students, higher retention rate, high success rate
2. **Processes Impacted:** Admissions, advising, testing, CPSC
3. **People benefited:** Students, community, staff, employers

C. Provocative Proposition that we forward for consideration:

1. **We Propose:** That we re-define our open door policy to include stricter managed placement for students based on their placement exam
2. **Because:** Students are electing to take classes even though they do not have the skills to be successful

ON BACK: WRITE SPECIFIC STRATEGIES OR ACTIONS FOR ACCOMPLISHING YOUR RECOMMENDATION-I.E., IDEAS IN SPECIFICALLY WHAT COULD BE DONE:

- None

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Idea Analysis Report Form

12/3/2009

Idea Title: Holistic assessment and improved referral for student support services and programs

Report from Table Group: I

A. Most Critical of Pressing Aspects that Make this Area Most Important for Action:

1. Holistic learning: of students who are not physically, emotionally or psychologically healthy, learning is impaired
2. Improves overall classroom environment
3. Will improve student success, retention and graduation

B. Difference to be made by acting on this area: (What results do you most want to see? What processes, what people, and what cultural characteristics of the college would benefit?)

1. **Results desired:** Increases retention, student success, improved classroom environment, increases student confidence
2. **Processes Impacted:** Comprehensive impact from student services, academic performance, instructional services (library, computer labs, math, writing, tutoring labs; WFD)
3. **People benefited:** Faculty, deans, administration, students and staff retention improved

C. Provocative Proposition that we forward for consideration:

1. **We Propose:** That MCC develop improved assessment processes for incoming students to identify “at risk” students with physical, emotional and academic challenges
2. **Because:** None

ON BACK: WRITE SPECIFIC STRATEGIES OR ACTIONS FOR ACCOMPLISHING YOUR RECOMMENDATION-I.E., IDEAS IN SPECIFICALLY WHAT COULD BE DONE:

- Reinstatement of a registered nurse (school nurse), professional learning disabilities diagnostician, psychologist, Veterans benefits ombudsman, legal advisor, and other students identify. At least a reliable referral plan for students

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Idea Analysis Report Form

12/3/2009

Idea Title: Centralized wait list for class overload

Report from Table Group: J

A. Most Critical of Pressing Aspects that Make this Area Most Important for Action:

1. Perception of favoritism
2. Possible reality of discrimination
3. Pressuring of faculty

B. Difference to be made by acting on this area: (What results do you most want to see? What processes, what people, and what cultural characteristics of the college would benefit?)

1. **Results desired:** An equitable system, student will know via text that the overload was approved, an automatic system to fill the dropped slot that is open, pre-requisite and co-requisite satisfied
2. **Processes Impacted:** Registration, division represented, Datatel, CPSC, academic advising, financial aid, ITS & Deans
3. **People benefited:** Students will know if acceptance in this class is likely. Stress on faculty and support staff

C. Provocative Proposition that we forward for consideration:

1. **We Propose:** That a cross-functional team including (advising, financial aid, ITS, division rep., CPSC registration) be assembled to evaluate options for a centralized wait list system.
2. **Because:** Inequality, pressure, potential favoritism is removed and pre-requisites and co-requisites are satisfied

ON BACK: WRITE SPECIFIC STRATEGIES OR ACTIONS FOR ACCOMPLISHING YOUR RECOMMENDATION-I.E., IDEAS IN SPECIFICALLY WHAT COULD BE DONE:

- Faculty are removed from process if a drop occurs

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Idea Analysis Report Form

12/3/2009

Idea Title: A college wide developmental support system for incoming students testing into developmental English and math and increase orientation to include study skills and learning strategies

Report from Table Group: K

A. Most Critical of Pressing Aspects that Make this Area Most Important for Action:

1. Student population shows an increased need of developmental help (need to check testing trends)
2. Dropout rate and attrition rates show that we are good at attracting students, not so good at retaining students
3. Current unemployment rates are sending more students in need of academic skills to succeed

B. Difference to be made by acting on this area: (What results do you most want to see? What processes, what people, and what cultural characteristics of the college would benefit?)

1. **Results desired:** Higher education rate & faster graduation rate, student success in other classes
2. **Processes Impacted:** Admission, testing, orientation, advising and departmental course of study
3. **People benefited:** Students, staff and community (in that order)

C. Provocative Proposition that we forward for consideration:

1. **We Propose:** A college wide support system for incoming students testing into developmental English & math and increase orientation activities to include study skills & learning strategies
2. **Because:** Too many students are unable to comprehend textbooks or express themselves in written form. Too many college dropouts

ON BACK: WRITE SPECIFIC STRATEGIES OR ACTIONS FOR ACCOMPLISHING YOUR RECOMMENDATION-I.E., IDEAS IN SPECIFICALLY WHAT COULD BE DONE:

- Teaching developmental reading and math is different skill than teaching upper level
- Require students to take developmental reading, writing, and math classes first
- Require some form of study skill evaluation (i.e.-keyboarding, note-taking) and provide developmental
- Classes for this
- Motivation and success attitudes, active learners