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1.

What improvements have been planned/implemented:

1. Electronic Adult Ed Agreements and Payment Processing
2. SACS Credentialing Process
3. Processing and tracking of Unemployment Claims
4. Electronic Organizational Charts

2.

How did you decide that these improvements would benefit your unit or what weakness is the unit trying to improve:

These improvement will benefit the unit because these processes will allow automation, reduce keying errors, and will be paperless.

3.

Measures: what measures are going to be used to determine if the improvements were successful.

We will determine is the improvements were successfull by tracking error rates, and time saved by going electronic.

3a. Baseline data: the data used to determine improvements were needed

Improvements are needed to simplify processes and accuratley report data.

3b. Target goals: the data that shows your improvements have achieved your goals

Target goal is accuracy and ease of retrieving data.

3c. Current data: where you are currently in reaching your target

We are in the planning and testing phase.

Narrative:

We are in he planning stage for electronic Adult Ed Agreements, electronic tracking of unemployment claims, and electronic org charts.

We are in the testing phase of the electronic SACS credentialing process and will go live in September 2012.