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Unit Name: Community Programs

1.

What improvements have been planned/implemented:

What improvements have been planned/implemented: the process by which instructors give the information is now automated. It is sent out electronically and received electronically

2.

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

How did you decide that these improvements would benefit your unit (or what weakness is the unit trying to improve?) we were trying to make sure that all classes were received early enough to go into the schedule . we were also wanting to ensure that all classes that were on line were also all in the CE schedule . This process also cut down on the number of errors.

3.

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

We will see if the number of classes not in the schedule but on line has changed. We can also count the number of submission to have classes posted to the web because they did not make the schedule.

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

the number of added sections that were received via email

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

90% of the classes in the schedule will also be online

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

0.75

Narrative:

We were constantly having to take nearly three months to get the CE schedule back from instructors. Originally we had a form the instructors had to fill out and send into the coordinator, there was no process in place where all the information was in one place and the instructors only had to pick and choose the classes they wanted to teach and everything else would populate for them.

The new system does just that. Once an instructors clicks on their name all the classes they teach populated in one place, they click on what class they want to teach the dates and location and click submit. That forms comes immediately to the coordinator . No need to print and mail or

fax the form back. Once the form is received it is downloaded on the spread sheet that goes to the department that schedules all the classes.

This process has taken about 60 days out of the original time needed to receive information.