



Process Improvements Committee Charge

The overarching purpose of the Process Improvements Committee is to develop ideas for the improvement of advising related-practices, services, and student communication. The committee will build off of existing practices and be responsible for making recommendations related to Navigate Services, change of majors, petitions, advisor assignments, and other processes. The overarching goal should be standardizing procedures in a way that meets the needs of students, advisors/advising units, and colleges.

The key objectives of the Process Improvements Committee are as follows:

- **Assess Needs:** Conduct an assessment of current procedures and processes across advising units. Generate rubric or other device to determine process effectiveness, efficiency, priority, and reach of process, and determine if there are gaps in coverage or appropriateness of advisors to lead in procedure development.
- **Program Development:** Develop an improvement and implementation plan for processes. This includes creating a process priority list, calendar for deadlines, identifying stakeholders beyond advising, generating surveys/other methods of gathering feedback, and a communication plan for when and how changes are to be implemented.
- **Resource Management:** Collaborate with the Advising Leadership Team to secure necessary resources such as funding, facilities, and technology to support the implementation of professional development programs. Work with the Onboarding and Training Committee regarding dissemination of materials and any needed training updates.
- **Implementation and Evaluation:** Execute the process improvement plan, ensuring communication and engagement with Professional Academic Advisors and the Advising Leadership Team. Monitor the progress and conduct assessments to evaluate the impact and effectiveness of the programs implemented. Make for adjustments and improvements based on feedback and outcomes.
- **Reporting:** Prepare regular progress reports for the Advising Leadership Team, highlighting the achievements, challenges, and recommendations of the Process Improvements Committee. Provide recommendations for future process improvements and/or needs.

This committee will have a team leader that schedules meetings, creates agendas, monitors progress, and presents at PAC when requested.