PROMISING PRACTICES EXCHANGE

Please send your completed forms to Joe Holliday: jholliday@sbctc.edu.

1. Which of the five areas of Strategic Enrollment does this practice address? (Check all that apply)

   ☐ Alignment with K-12

   ☒ Re-engaging Adult Students

   ☒ Onboarding New Students

   ☐ Retaining Students

   ☐ Responding to the COVID-19 Pandemic

2. Name of practice: Process Improvement Insights with Tech Automation Solutions

3. Description of practice:

   As Student Service Professionals, we strive to provide high quality services to our students, the community, and our colleagues, but we are often faced with the reality of limited capacities and competing priorities. Taking a step back and evaluating our process flows can feel daunting, but this analysis can also be a catalyst to improved response times and higher quality service. Join this session to participate in a reflective activity to narrow down your focus, identify opportunities of improvement, and apply tech tools to alleviate some of the load on your staff. South Seattle College will share their journey of process improvement through reflection and the application of the Live Chat and Power Automate tech tools. Leave this session with process improvement insights, examples of application, and tech tool options that can help along the way.

4. Results: What evidence do you have that this practice is achieving desired results?
   - System improvement through automated processes that:
     - decreases the time it takes to collect critical student enrollment information.
     - provides our team efficient and comprehensive information for quick responses.
     - automates key responses for templates.
     - helps track information for trends and future planning.
     - allows us to share key data with partner departments.
     - allows us to automate processes between departments.
   - Students can get live help (Live Chat) without having to call or come in-person. Students report 88% Good satisfaction rate. We now have a baseline to evaluate our progress and metrics for topic trends, rates, and transfers to other departments.

- Students have increased access to staff for 1:1 appointments and events because administrative work is automated.

5. Based on your review of the Excellent Practices Rubric, please indicate whether you believe this practice is emerging, promising, or excellent. (Select only one)

   ■ Emerging

   ☐ Promising

   ☐ Excellent

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