

Advising *Improvement Team Charter*

Purpose of the Advising Improvement Team

The purpose of the Advising Improvement Team (AIT) is to define and implement measurable improvements to the advising process that *improves overall student placement, goals, and satisfaction.*

AIT Measurable Outcomes

Define, train, implement, and measure improvements to the advising process that can be measured in terms of:

- 1 <Metric 1>
- 2 <Metric 2>
- 3 <Metric 3>
- 4 <Metric 4>
- 5 <Metric n>

Clients / Stakeholders

Students	Off campus directors
Finance	IT
Financial Aid	
Advisors	
Faculty	
Support Services	

Team Members and Roles

Dr. Mike DeLong (Co-Chair)	Joanna Fulbright
Ron Helm (Co-Chair)	Zeda Wilkerson
Gin Brown	Michael Orf
James Spurlock	Kim Lovelace
Joan Stirling	Deltha Shell

Scope and Boundaries

The AIT representing the lead participants for the advising process, will improve our process to *improve overall student placement, goals, and satisfaction.*

We are responsible for the process, training materials, and tools as well as the allocation of human and capital assets that execute and support this process.

We shall evaluate our process in both qualitative and quantitative terms to focus on specific processes to be improved. In an open, but deliverables-focused environment, we shall:

- agree** on specific problems to be addressed,
- brainstorm** for possible solutions,
- normalize** our approaches by focusing on the most value-added and promising solutions,
- define** the appropriate process assets or deliverables needed to support institutionalized behavior,

Advising

Improvement Team Charter

support the training and performance of the improved process, then vigilantly **measure** the process performance, being careful not to blame people, but focus on process performance.

Resources

The Advising Improvement Team will meet on a regular basis, in general, twice a month, to agree upon activities, assign actionees to the activities, review progress on the activities, and review / approve proposed process assets (process maps, procedures, templates, checklists, tools, training materials, etc.). As a default, nominal involvement in the AIT means a commitment of meeting time and some meeting preparation time. Those who are assigned action items or initiatives may require a greater commitment of time dependent on the nature of and their role in the activity.

Ground Rules

Attendance:

Attend all team meetings
Work sessions start and end on time

Team decision process:

Consensus, with team leader decision as fallback

Deliverables:

- AIT meetings will be recorded with Meeting Minutes containing at a minimum the meeting time, date, location, attendees, agenda, discussion summary, decisions, action items, action item assignee, action item planned close date, and action item actual close date.
- An improved process and policies
- Assessments

Expected behaviors:

Listen carefully -- understand before responding
Communicate openly and assertively
Be open to divergent views
Agree only if it makes sense
Negotiate and contract assertively
Don't bog the group down with issues that a few can handle
Emphasize iterative learning; don't get stuck on getting it perfect
Schedule personal efforts and other commitments in line with team plans
Commit to finishing and working from the charter
Use the ground rules and evaluate team progress by them

