

# Process at Work

## Evaluation form

1. Are you comfortable with the idea of mapping a process?
  - a. Yes = 166
  - b. No = 8If anyone will listen to our ideas!

With regards to the afternoon session, please respond to the following:

2. Something I've learned
  - No communication—always a problem.
  - Everyone has different perspectives.
  - The college has i-clickers. Cool!
  - More about mapping.
  - It is too involved.
  - That different areas/depts. have different processes for accounting for sick time.
  - Whether it should be or not—each dept. works somewhat differently—even responding to KCC rules.
  - I learned that every dept. has different rules to report sick days.
  - Variance in process within the college.
  - Sick day documentation—lots of variance.
  - Process of sick time documentation.
  - We do not have a good communication process in many areas!
  - Adding a section is a difficult question being considered and no solved by others.
  - There are a lot of areas affected—no perfect solution.
  - Mapping process.
  - I already knew but it again brought out how important it is to involve people who are impacted differently.
  - Learned that nothing is perfect and everything can be improved.
  - Many problems to consider. Many different elements that affect process. Different departments have different concerns.
  - The process of hiring a worker.
  - Time spent planning and asking questions up front helps later in the process.
  - More employee training is needed.
  - The actual process of hiring a new temp person.
  - We need a sign at the main intersection on 45 to help promote the college in many ways.
  - That a process is really in place for our college goals and objectives.
  - We have staff with great ideas!
  - More complicated process than what I was aware of.
  - Process for scheduling classes.
  - Better understanding of college goals and AQIP.
  - How to process worked.
  - Process, process.
  - Nothing—this topic was not a process that led to a solution.
  - The many ways the Learning Asst. Center is able to be presented to the student.
  - Mapping a process.
  - The many ways that student services is advertised.
  - That tutoring is available to all students in all curriculums.
  - It is hard not to just look for solutions but to take the steps leading up to solutions.
  - Cancelled classes are not made known to students until they arrive on the first day.
  - More about AQIP.
  - Difficult to map without wanting to solve.

That our emergency procedure needs some work in the areas of media and security.  
A different way to leave a message for when parents/students call our direct number.  
Various depts.—common problems.  
The current policy for notifying staff.  
We have a variety of systems in use with regard to reporting absences, and there is need for improving this area.  
There are problems with the process.  
Most employees are very concerned about students but not handholding.  
That faculty isn't informed when students drop.  
Our withdrawal process is fine.  
Teachers have discretion to report students. Faculty and staff both do not want to hand hold.  
How the mapping process works, some details of the withdrawal process.  
Student class withdrawals process.  
How easy this was to map when several people get together.  
There are no process in place for Datatel.  
Datatel tips I can use now.  
How to walk through a process to come to a solution to a problem or difficulty.  
Different areas of Datatel that people are familiar with.  
Common situations across curriculum.  
A lot about the textbook adoption process—easier and logical.  
More about the closure process.  
I think the present plan works for a snowstorm but not necessarily for other types of emergencies.  
Adopting process for books from the instructor's viewpoint.  
Who makes decision on school closing.  
Brainstorming open eyes.  
Inconsistent process that needs improvement. Good facilitator/leader.  
That the faculty needs a better process in reporting sick. That PPD staff should call KCC directly-not an answering service.  
The "process" is something I use in my personal and professional life.  
Everything is more complicated than it seems.  
The process mapping is an easy method to view how things work.  
Snags in the ordering of textbook—usually publisher delays contribute to snags. The KCC process for ordering textbooks is sound.  
It wasn't hard to do.  
With our group, who reports to who was key, sometimes logical process doesn't match organizational flow.  
Ken is very participative.  
How complex the process is.  
Utilizing the process to solve problem.  
I know the emergency procedures more completely, and their shortcomings.  
CERT team on campus.  
My concerns were also voiced by others.  
There is a safety team on campus.  
How important the process is to safety and helping the disabled.  
The details of the work order process.  
How to say Hultmen!  
Faculty have more responsibility than it would appear they have. Lots of decisions!  
Communication breakdown during school/campus closure.  
Other people are frustrated with notification system/decisions to close related to bad weather.  
Social team work.  
Too many steps in some processes.

Long process.  
Too many steps.  
Why the process is in place.  
How easy it is to process map.  
We have solutions!  
Areas of the college are very diverse. Everyone adapts procedures to fit the area.  
This makes it difficult to standardize some procedures/policies. That's exactly why communication between departments is very important.  
The college does communicate with certain things.  
Process instructors use for absence notification to their students.  
When passing around a bowl of candy, certain pieces are not popular.  
That there is some ambiguity about the process-in-place.  
Some divisions are very unique and it may be difficult to problem solve as a mixed group when so many situations may not pertain to certain divisions.  
Many steps in a "simple" process.  
More effective ways to communicate an illness (e.g.) and therefore a cancelled class.  
More of the steps in unplanned absences.  
Broad scope of financial aid audiences.  
How KCC financial aid works.  
How to come up with a strategy.  
Very complex.  
Many heads provide comprehensive thoughts!  
Financial aid is complicated.  
I've learned that there is much more steps involved in the work order process than I knew.  
We have many layers of approval in-house in our processes.  
There is more to the process than what was thought.  
There is too many people who have to sign things.  
The importance of looking at the components of a process to identify problems or breakdowns.  
This process is vague and everyone does it differently.  
How to "map a process"  
Supervisors treat the hiring process differently.  
We have six light poles in main parking lot.  
Different departments have different problems. Vicki is a great facilitator.  
Vicki is a great facilitator.  
The need to have proper signs, people and procedures to arrive on campus and go to proper locations can be improved with signs.  
There is indeed room for improvement.  
Breaking down the process into smaller parts makes it less overwhelming.  
I-clicker is cool.  
A real scheduling problem exists and the clicker is pretty sharp.  
No power—no communication.  
People don't realize how many doors are entered on campus.  
It is difficult to reach a consensus.  
Sometimes one can stumble into a good idea.  
Teamwork accomplishments.  
I have a difficult time doing something I know the administration doesn't care about.  
That improvements in a process are always needed.  
How to identify a process and to potentially identify problems within the process.  
No measuring tool for our process.  
Instructor's views of a student withdrawing from a class.  
How to map a process.  
How a student withdraws.

Mapping helps solve problems easier.  
How to spell.  
The problem and current procedure students encounter on their first day of classes.  
The different ways staff is trying to go out of their way to help students.  
Mapping.  
Signs are badly needed.  
Signage is a definite issue at KCC.  
There was no current process.  
How to get here.  
Ways to improving helping students.  
That our signs are bad.  
Clarity about the differences between KCCConnect and Angel.  
Saw the Angel software during the process mapping session.  
I learned a lot about the processes that people are currently involved in through this process at work.  
KCCConnect versus Angel.  
About KCCConnect and Angel, met some new people.  
Students are more comfortable with Angel than KCCConnect and faculty also.  
A better way to evaluate questions and processes.  
By walking through the current process, we were able to come up with ways to improve KCCConnect.  
The differences between KCCConnect and Angel and the different uses of each.  
Our communication system needs improving. Processes need tweaking.  
Need to improve communication internally on campus as well as the phone tree system contacting staff in an emergency.  
We do not have a good system for informing staff of closings other than snow.  
Communication.

3. Something I've felt/experienced

People do care.  
Everyone felt same way.  
Collaborating with the other departments of the college.  
We can come up with a different system.  
Camaraderie with colleagues.  
Support from others.  
I enjoy working and talking with the group.  
Evaluation process/valuing people.  
School has many good, talented and experienced staff/faculty members—open eyes to this subject.  
There is no easy process.  
Nice to do problem solving with people from other areas.  
Positive work group.  
That we really looked at changes that need to be add to the hiring process.  
Genuine concern from all.  
Valued for information.  
Somewhat of a sense of relief that I may have a better understanding of the actual process that is followed.  
Positive team work.  
The active process working as a team.  
This issue never crossed my mind before until recently when dealing directly with students. This issue needed to be addressed and is very worthwhile of time spent.  
Stimulating activity.  
I liked the clickers.  
Ability to share thoughts and ideas with other KCC people.

Mapping a process.  
Mapping as a process.  
Technology and general education instructors think much different.  
Everyone feels some of the same frustrations and to guide a mapping process takes a strong leader to keep you on target.  
The frustration of a first time student.  
A little frustration with the purpose of the day and the canceling of classes.  
Very warm/hot auditorium.  
A good experience putting myself in the students place.  
Working with the calling tree.  
That I am not the only one with this concern about our topic.  
Good teamwork and communication.  
Over saturation.  
A good quality of communication between four people working out of various areas.  
We had four no-shows, but a productive conversation ensued.  
There are many different departments that have totally different processes.  
Withdraw of students may be checked on-line.  
Good discussion.  
The power of love.  
Good camaraderie.  
Value for ideas from others.  
Jeff Bathe is a good facilitator.  
Camaraderie with those interested in same process.  
Others experiences same problems.  
We need Datatel training.  
Out-of-your control outside factors.  
Confident about process; knowledge that colleagues have similar priorities in adoption.  
Lots of good people with sensible/realistic ideas to improve the process.  
Cooperation.  
Hope.  
Appreciation of other's use of process.  
Teamwork. We worked well together.  
Everybody working together with everybody's input was something I felt was good.  
Satisfaction.  
Diane Berger conducted our group very well.  
Good team work.  
Working with new group.  
Teamwork.  
Was a pleasant experience with the group.  
Communication with co-workers.  
Co-worker understanding.  
Co-workers feel the same as myself with similar suggestions.  
Auditorium was too warm.  
Frustration with the untimely completion of work orders.  
Good getting a process on paper.  
Putting a process on paper.  
I have very nice co-workers.  
There should be multiple people/levels of staff involved in correcting the communication process.  
Missing work for an emergency closing.  
Problem with this process.  
Understanding.  
Confident that this process could be easily implemented in my department.

No one listens to us.  
Problems instructors face with student notification.  
I felt productive in the break-out group.  
That fellow faculty/staff have good ideas about how to streamline the process.  
Not everyone is on the same page with issues.  
In regards to our table—cancelled classes are to be avoided.  
It is very confusing and not as efficient as it could be.  
Opportunity to improve process.  
How well we were able to come up with a solution/methods.  
Financial aid does more than I realized.  
I found I knew more than I thought I did.  
The financial aid office is always seeking for improvements. Everyone had very good ideas and suggestions.  
That staff from all areas can come together and share thoughts, ideas, etc.  
Perceptions become realities for perceivers. A lot of behind the scene steps others not aware of in processes.  
The process could use improvement.  
Meeting people.  
I'm not the only one with concerns in this area.  
We are all a part of the problem and should, therefore, all be part of fixing the process.  
Memories stirred up are not always pleasant.  
Overwhelmed to a small degree.  
Satisfaction at being part of the process.  
Teamwork at its best.  
I've felt that I've met people I do not usually see on campus.  
Getting started/submitting ideas to enhance the college.  
It was fun.  
Included.  
Confusion at first.  
Teamwork.  
Familiar with parking and existing signs.  
People take definite roles, leaders/followers.  
Great design to help improve KCC systems.  
Anger that the administration doesn't care.  
Always a need for communication between all departments.  
Working with different people is good.  
Enjoyed mixed company (faculty, staff) at our table.  
Co-operative learning.  
Enjoyed the camaraderie.  
Teamwork.  
Frustration.  
Lots of problems with signs.  
Confused.  
Group involvement was strong. It helped me understand problems involved.  
Friends.  
Good communication with faculty and staff.  
New ways to view potential problems.  
Working together and analyzing current process can lead to what improvements can be made.  
The use of Angel. We went on a fieldtrip to view KCC.edu, KCCConnect and Angel on a real computer.  
Staff are concerned and their hearts are in the right place.  
Need to emphasize emergency procedures before need arises.

I came to work the day the school was closed because of electricity. No communication!

4. Something I'll take away from this experience

I liked the people I was with.

All work together.

More understanding of the procedure.

A better understanding of the frustrations encountered in tracking sick time for those who have to do it.

Support from others.

Better understanding of the sick day/time process.

Appreciate those who keep records of absence.

Getting to know other departments processes.

We work well as a team!

Our group had very good communication and ideas.

Belief in constant modification and implementation.

Involvement is a good and needed thing.

People are interested in knowing the process in order to efficiently follow it.

An idea on how to possibly alleviate some of the problem.

Keep working on the processes identified for quality improvement.

Great team work activity.

Knowledge of not everything is as seems, and sometimes not so easy to figure out.

A lot of input and trial and error goes into these sessions.

Enjoyment of working with people from other departments.

I'd like to use the clickers in my class—they create good interaction with your audience.

Process.

Knowledge of other people from KCC-met new people today.

Mapping a process.

Jolly ranchers—no just kidding, multiple people with inputs is very important.

Look at a problem from step 1.

The need to offer support to students from the initial contact encourage a “comfortable” learning experience.

Process evaluation.

Feeling that maybe some of my ideas will be listened to, I might make a difference.

Good brainstorming.

Planning an emergency plan is hard but worthwhile in the end.

Knowing more information on how to help the parents/students.

Increased working relationship with others in other departments.

A deeper understanding of the closure process.

The fact that we can correct problems by communicating with those around us. We had a good session and we found about a little bit about each other.

Be sure that everyone knows the process in their department.

We faculty and support staff need to communicate more regarding our processes.

Faculty and staff get along.

I'll check with my doctor.

Good leadership experience as a facilitator.

Mapping.

I would really like to use the iClicker.

Even more respect for my co-workers' dedication and willingness to share.

The learning process.

Teamwork/brainstorming.

Cooperation of employees.

Mutual challenges/frustrations that can result.

This is a good process.  
Good way to approach a problem.  
A great deal of organized thinkers—good input from all.  
More knowledge of the process.  
Being able to help KCC.  
Knowledge.  
There's a need for follow-up.  
We can't solve all the issues in one sitting.  
I like the emphasis put on process not the problem.  
Nothing can be completely mapped.  
Be more objective about process.  
Respect for the intelligent comments from all the members of our group.  
That we made a difference.  
A better appreciation for responding to emergency situations.  
More concern.  
A sense of teamwork.  
There is an urgency to things in motion.  
Cooperation within departments.  
Value of brainstorming.  
If it fixes the process—happiness.  
I met someone from Finland.  
Dr. Weber's afternoon talk was a bit long.  
Knowledge of full process.  
Ways to improve.  
Might as well keep your mouth shut.  
That there is a lot of info out there that I didn't realize.  
Working together sharing ideas.  
Good to hear from other departments and the processes they use.  
For me, meeting new people.  
We need to really work on this.  
Better understanding.  
Meet new people.  
Open minded about not knowing.  
A lot happens in every department and area.  
Knowledge of work orders.  
Variety of insights/perspectives good.  
Knowledge of process.  
Friendship.  
How I can utilize this in my job.  
Majority of group too specific for "their process", topic not general enough.  
I really need to learn more about the process that we worked on.  
General rule of thumb: "Fix the process and the problem goes away...."  
How complex seemingly straightforward processes can be.  
Processes can be very complicated.  
How to brainstorm, organize and improve processes at work. It is an ongoing experience.  
Processes are important and do need to be worked out.  
More knowledge of CQI.  
Cross campus employees see the same issues that I do.  
Resolution-teamwork and cooperation could solve this problem.  
Teamwork.  
Input from others is always useful.  
Communication is necessary for developing a process.  
Hope.

Become more aware of how to communicate a process to a student/fellow co-worker.

Working in a team is good.

Some suggestions.

Continue to look for alternative processes.

Teamwork.

Need for detailed steps.

How to use mapping.

The comment everyone was eager to share.

How to map.

More sympathy for students.

Everybody feels frustration with the situation.

My opinion might make a difference.

Meeting and interacting with staff from different parts of the college.

More clarity in defining process.

Knowledge of Angel.

Memories of our fieldtrip to see the computer.

The ability to help students differentiate between all of the on-line references.

Good sharing.

Planning can make the system more effective.

We need to change the system of notification.

5. Anything that I want to forget or that was not so good about this experience

Too much time.

Too much time.

A lot to do and cover in one meeting.

It was all good.

Went through the process and came up with few answers.

Working with break out group needs to have people involved more in the breakout sessions.

The warm room.

Too much time.

While I think we did some good stuff, too much emphasis was placed on filling up the allotted time so that we ended up talking about the same thing and "deciding" the process when we had already decided it.

I forget too much already as I approach 50 years of life. I prefer to remember things.

This was a very good experience.

The hot auditorium.

Everything was very informative.

Kind of a long day.

The whole day was meaningful.

Being off campus keeps me out of some loops.

The reminder of limited monetary resources the college is willing to spend on safety issue.

Too long.

Markers bled through the paper.

I lost an afternoon of actual work.

Lasagna was cold/auditorium was hot.

I think the day could be streamlined. A whole day seems like a lot to remove from the students and faculty.

Was a great way to share ideas and problem solve.

Just a bit loud, over shouting, use café and spread out more.

Everything was great!

We are all part of the problem and part of the solution.

Great experience.  
Should have been more definite in exactly what was to be accomplished.  
Went quite well-no complaints.  
We got sidetracked.  
Too much time of a day spent at expense of student classes.  
The whole thing.  
The heat in the auditorium.

6. How often should we have these meetings?

- a. Annually = 89  
May be shorter if done more often
  - b. Every 2 years = 51
  - c. Every 4 years with systems portfolio/strategic planning? = 12
  - d. Other (Please specify)\_\_\_\_\_
- During in-service.  
As-needed.  
When necessary to follow-up on needed changes.  
Let the chiefs make the decisions as they do already!  
15 years  
50 years  
Only in-service.  
Never.  
Make this part of the regular in-service week.

7. Any suggestions that you would like to share?

More communication from the top on down.  
It was so noisy. Spread out groups more.  
Excellent interaction within the groups.  
Each department should map/document their processes to continuously improve it.  
How to process map. I understand the concept, but what "format" is preferred?  
Get fixed radio to communicate to the supervisor or personal.  
I suggest that no classes are cancelled because of these meetings. It would be very good scheduled during the first week during "in-service week".  
Break out groups continue to map out processes. Those involved in break out groups include other opinions.  
Representation from more areas/depts.  
This helps us be a unit. Keep us connected.  
Try to get students who need tutoring to not feel bad about using it.  
Please re-think canceling classes.  
More time mapping/discussing, less time being talked to.  
Shorten time and write on normal paper.  
I don't know if the workshop to work out the process at work are necessary every year, but it is good that all staff get together today. Maybe they could have in-service every year.  
Have a uniform system of calling in to work, such as leaving a message on an answering machine at work.  
Vote early and often.  
This was well organized and a good method to use to look at a process.  
Excellent forum!!  
Once a decision is made; make sure the message to media is clear-morning/all day closing.  
Dept. head should get all their employee phone numbers full and part-time workers.  
Make sure projects/process improvements are followed up on.  
Loosen up the purse strings when it comes to campus safety.

Drinks should be provided. (I suggested this last time.)  
Kim did well as a group leader—all members participated.  
Need to invest a quicker way to get things done.  
Snacks-healthy, during day, tea, water, etc.  
Have clubs/organizations informed of different processes.  
Why are we doing the Admin job?  
This would be a good topic for supervisor training, not the 12 pt memo-but what follows for the supervisor and new hire.  
Sometimes its' OK for someone just to say "this is the process" then everyone follows it or it gets tweaked as needed.  
Perhaps beverages.  
Breadsticks with lasagna. Food was excellent!  
Shorter time for brainstorming.  
Plan this for a period a start of term/year.  
Show the staff and faculty you care.  
The group came up with a really good list and I hope its taken into consideration.  
The i-clicker game was fun!  
Good afternoon—well planned.