

AQIP Action Project FY2010
STUDENT COMPLAINTS - PROCESSES
AQIP Action Project Commitment Declaration

The Action Project Declaration Form on AQIP's website does not require you to decide in advance how you are going to solve the problem or capitalize on the opportunity represented by the Action Project. That's the job of the team members put together to tackle the project. AQIP institutions complete their actual Action Project Commitment Declarations in the Action Project Directory on AQIP's website, but the web form follows the structure below (brief explanations of what each item requires has been included).

Institution: Minneapolis Community and Technical College

Planned project kickoff date: March 2010

Target project completion date: August 2010

Actual project completion date (default is the date you retire the project, but you can specify a different date):

A. **Give this Action Project a short title in 10 words or fewer:** Improvement of Processes through Analysis of Student Complaints

B. Describe this Action Project's goal in 100 words or fewer.

- Categorize student complaints
- Establish a systematic approach to student complaints
- Identify metrics and data sources for analysis of improvement

C. Identify the single AQIP Category that this Action Project will most affect or impact.

Category 3: Understanding Students' and Other Stakeholders' Needs

D. Describe briefly your institution's reasons for taking on this Action Project now —

In 2009, an Action Project Team examined and investigated common patterns of student complaints. In addition, the team made a recommendation for collecting analyzing, and resolving the student complaints in a systematic way. However the recommendation was rejected. Therefore, the new objective is to reconvene an action project team to explore other systematic approaches and to establish a method or program to categorize complaints and ensure data is used by departments/units to improve processes and reduce complaints.

E. List the organizational areas — institutional departments, programs, divisions, or units — most affected by or involved in this Action Project.

Academic Affairs, Business Services, Counseling & Advising, Facilities, Judicial Affairs, Legal Affairs, Public Safety, and Student Affairs

F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve.

- Categorize student complaints to assess student and stakeholder needs

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- Categorize student complaints for the purpose of evaluating current processes
- Identify a program design for a systematic student complaint process, including a feedback function to close the loop

G. Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion).

This project will be completed within five (5) months of inception. The activities to accomplish this project include:

Activity I

Identify current student complaint categories

Activity II

Design a process to aid in categorizing student complaints and ensure routine analysis of complaints by type or category

Activity III

Develop a systematic student complaint process that includes reporting to responsible departments and College leaders

H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing.

Judicial Affairs staff and the Vice President for Strategy, Planning, and Accountability will review progress to ensure that the action project continues to remain focused and committed.

I. Describe the overall “outcome” measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals.

1. Definitions and a data management process will be designed to categorize student complaints
2. An action plan will be established for a systematic student complaint process

J. Other information (e.g., publicity, sponsor or champion, external partners, etc.)

Not applicable

K. Project Leader and contact person:

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