



MERRITT COLLEGE

Office of the Vice President of Student Services



July 1, 2021

In an effort to improve the *efficiency* of the services provided by the Office of Admissions & Records, the team utilized a problem-posing method to evaluate the challenges and obstacles impacting the delivery of services.

The team performed an in-depth assessment of all processes (and their associated forms) involving the Office of Admissions & Records and identified the following areas needing systemic improvements:

- ◆ Admissions & Records processes need clear, accurate and precise descriptions and sequence/steps clarification for all users
- ◆ Dissemination of information about processes and forms involved in each process need heightened visibility and accessibility

As a result of the in innovative approach, we resolved to develop diagrams for all the forms utilized in the Office of Admissions & Records to address the identified areas needing improvement listed above. The diagrams include clear step-by-step actions that need to be followed by students, faculty, staff, and administrators' college-wide that will:

- ◆ Improve response time for completion of requests
- ◆ Reduce the number of complaints
- ◆ Support the retention, persistence, and success of our students
- ◆ Foster college-wide accountability and transparency of responsibility within the processes
- ◆ Support campus alignment and improve the student experience
- ◆ Provide for exceptional customer service

It is with great pleasure that the Office of the Vice President of Student Services in collaboration with the Admissions & Records Team presents the **Navigation Diagram Guidebook**. The guidebook's purpose is to help initiate and consistently implement processes, with clear visual references for all the forms utilized by the Office of Admissions & Records. The diagrams incorporate a color-coded system to identify each users' role, actions, and next steps to successfully complete each process.

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