



**Northwest Commission on College and University (NWCCU)  
Annual Update for WSQA  
Academic Year 2011-2012  
Due October 15, 2012**

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Accreditation recommendations to the College and year of recommendation	Actions taken by the college to address recommendations	Improvement results
<p>Although the NWCCU found in its Year-One Peer Evaluation Report that "...Spokane Community College has, for the most part, articulated appropriate objectives and meaningful, assessable, and verifiable indicators of achievement, the Commission recommended that the college "continue to identify achievement indicators that are meaningful, assessable, and verifiable." [Standard 1.B.2]</p>	<p>(1) Strategic Planning Online (SPOL) software has been implemented. The software ties planning objectives directly to strategic initiatives.</p> <p>(2) Implemented restructuring to better serve students and garner system efficiencies.</p>	<p>(1) Areas campus-wide have been trained and have implemented SPOL as part of the CCS strategic planning process.</p> <p>(2) The CCS Lean initiative implemented several changes in Student Services on a district-wide basis: created a common student portal; standardized important dates and times; created drop-in testing; aligned cashier and testing hours; created a standardized acceptance package; revised CCS schedule to accommodate registration; updated student e-forms; standardized orientation outcomes; created drop-in counseling; standardized picture</p>

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	<p>Enhance links between instruction and student services.</p>	<p>ID process; standardized tuition payment; standardized financial aid process flow; determined best movement for books, bus, ID.</p> <p>After the 5<sup>th</sup> day of instruction in any given quarter, a student adding/dropping a class must complete a registration class add/drop form, obtain instructor signature(s), and meet with the Vice President of Instruction. As deemed necessary, referral services are then made to assist the student with his/her educational endeavors.</p>