

EOTA – Business Process

	<p><i>Document Title:</i></p> <p>Periodic Report Process</p>
	<p><i>Document Number:</i></p> <p>QAMP-001 Rev. 11_0708</p>
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<p><i>Parent Document:</i> Q-001 Quality Manual</p>	<p><i>Notify of Changes:</i> QAM, MGT</p>
<p><i>Referenced Document(s):</i> REG-003, Records Register</p>	

Revision History:

Rev.	Description of Change
A	Initial Release
08_0411	Added Online Learning Support Specialist to “Responsibility” and step 1.0 of process (provides a portion of data for Monthly Reports). Changed Backup Document Owner. Changed “shared drive” references to “per REG-003, Records Register”. Combined Steps 4.0 and 5.0 of process and changed flowchart to reflect process changes.
11_0118	Changed process flow to more accurately reflect current practices.
11_0708	Updated referenced list and modified verbiage for clarification.

I. Purpose

To monitor, measure, analyze and ensure continual improvement of the product in accordance with the quality management system. To monitor and analyze student feedback for the purpose of ensuring that customer perception indicates customer requirements have been met.

II. Scope

EOTA employees

III. Responsibility

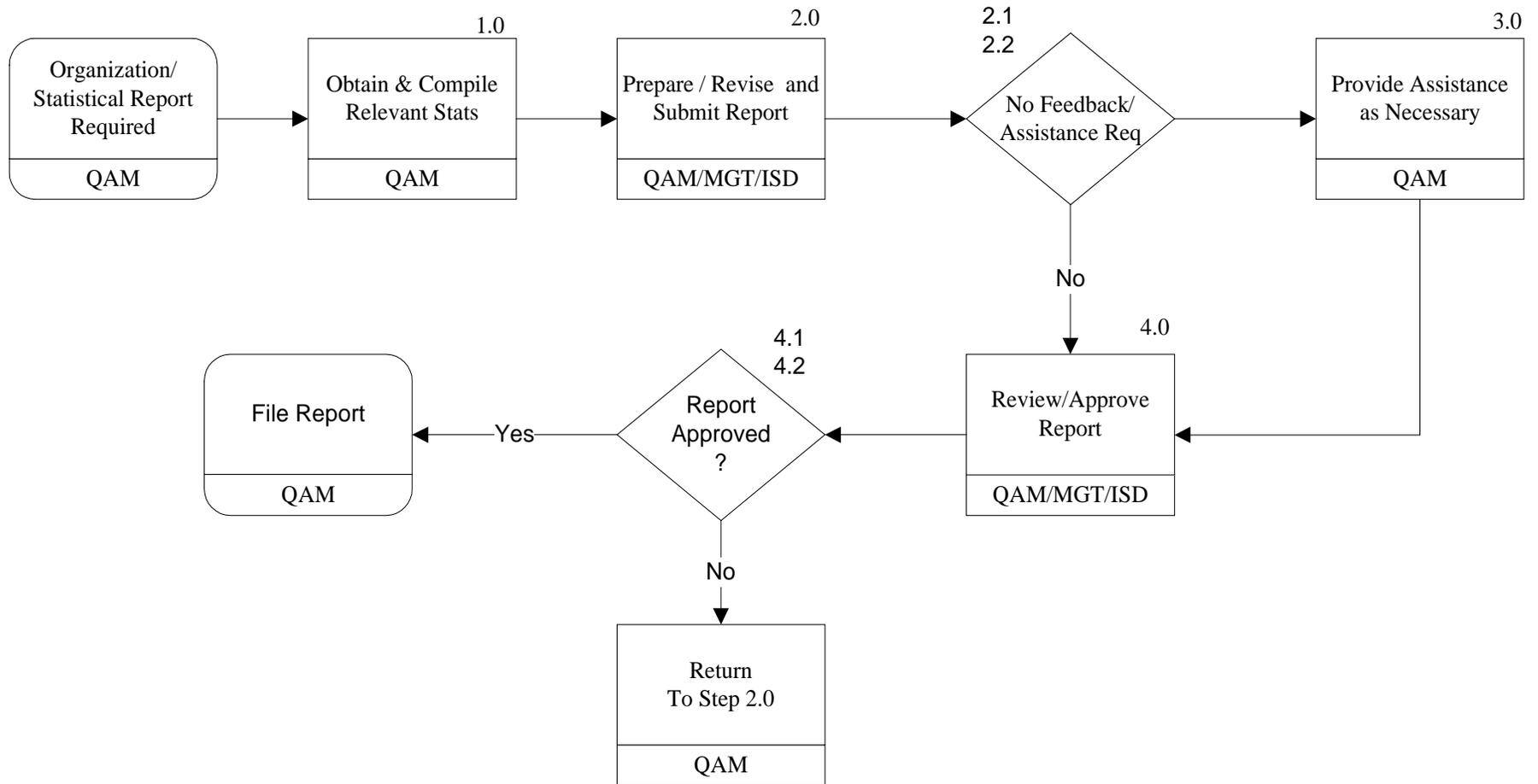
Program Manager/Designee – Responsible for the quality management.

Management Representative (Quality Assurance Manager) – Responsible for Quality Management System (QMS).

Online Learning Support Specialist – Responsible for providing monthly online data to QAM upon request each month.

EOTA Employees – Responsible for ensuring adherence to QMS.

Process





1.0 Obtain & Compile Relevant Stats

Utilizing test item analysis, monthly/quarterly status report, student survey data, and/or data provided by the Online Learning Support specialist, obtain and compile stats into an Excel spreadsheet or other method and save the file per REG-003, Records Register. These tasks will be performed by the 5th business day of each month.

2.0 Prepare / Revise and Submit Report

QAM will prepare data based on specific needs of requestor, compile into report, and submit to requestor. Upon receipt requestor will review data and determine whether feedback or assistance from QAM is required.

2.1 If feedback or assistance is required for the data or report, proceed to Step 3.0.

2.2 If no feedback or assistance is required for the data or report, proceed to Step 4.0.

3.0 Provide Assistance as Necessary

QAM will clarify data, run secondary reports, and/or explain questions related to provided data, as required, based on the needs of the requestor.

4.0 Review/Approve Report

Requestor (MGT, ISD, or other) will review report and approve or resubmit to QAM as necessary.

4.1 If report is approved, file final report as identified on REG-003, Records Register.

4.2 If report is not approved, go to Step 2.0.