ACCESS

Creating a continuous improvement process for staff.

THE NEED
The Action Center for Educational Services and Scholarships (ACCESS) helps Boston students afford higher education, primarily through financial aid advising and scholarships. ACCESS has grown significantly over the past few years, but when it approached Common Impact it lacked a comprehensive system for staff performance evaluation and improvement. ACCESS saw an opportunity to enhance its programs by developing its staff.

THE PROPOSED SOLUTION
Common Impact paired ACCESS with learning and development experts from State Street Corporation to develop the new performance evaluation and goal-setting process. Through this new process, ACCESS would have a system for the continuous professional development and improvement of its staff and procedures.

“The State Street employees exhibited a lot of enthusiasm for the ACCESS mission and for what they did as HR professionals. The Continuous Improvement Process we developed helps ensure that the dedicated ACCESS staff will have the benefit of a first-class program for professional development.”

– Bill Stone, Operations Director

THE RESULTS
Working closely with ACCESS, the State Street participants created an ongoing evaluation and continuous improvement program and trained all ACCESS staff as to its use. As a result, ACCESS will be able to enhance both its impact on each student and the number of students reached—enabling it to better achieve its mission of helping Boston students afford higher education.