

# Case Study



## MISSION STATEMENT

*The Action Center for Educational Services and Scholarships (ACCESS) works to ensure that all young people in Boston have the financial information and resources necessary to achieve their dream of higher education.*

## CONTACT ACCESS

ACCESS

31 St. James Avenue, Suite 520

Boston, MA 02116

Tel: 617-778-7195

<http://www.accessboston.org>

## BUDGET AND STAFF SIZE

2007/2008 Budget: \$2.2 Million

Full-Time Staff: 19

Size of Board: 21

## ESTIMATED PROJECT VALUE:

\$25,000

## 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 volunteers 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 volunteers 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.

