

8-Step Process Implementation/Improvement Plan (PIIP)

Electronic Form

Richland College employees use the **8-Step Process Implementation/Improvement Plan (PIIP)** to document implementation of new processes/programs and improvement of existing processes/programs.

33	PIIP Process Name: Registration Electronic Paging System
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	Step	Responsible Party	Check Status
P a r t 1	1. <i>Projected Completion Date:</i> February 2005		
	2. <i>State implementation/improvement need and identify its related Strategic Planning Priority.</i> Reduce the lines of students outside the advising area during peak registration periods in Fall and Spring.	Kurt Albach, Cindy Berry, Tony Summers, Oscar Lopez, Winona Whited, David Henry	In Progress
			X Complete
	3. <i>List owner(s) of new process/program or improvement:</i> Kurt Albach, Oscar Lopez, Cindy Berry, Winona Whited, David Henry	Note: Leave blank	In Progress
			X Complete
	4. <i>Identify root cause leading to this process implementation/improvement:</i> The wait time in the registration areas (Multicultural Center, General Registration, and B-Tech) has increased with the move to T-Duck Hall, and the waiting area is not large enough to accommodate the larger student volume. In addition, students do not have the freedom to visit other areas of the campus while waiting for their time to meet with an advisor.	Note: Leave blank	In Progress
			X Complete
	5. <i>Develop proposed solution, including measurement/evaluation plans and budget implications/business plan.</i> The team reviewed several long range paging systems that allowed students the freedom to visit other areas of the campus within a one-mile radius of T-Duck Hall. After review and discussion, a 175 coaster paging system was purchased (50 pagers for the Multicultural Center and 125 for General Registrartion and B-Tech). Procedures were developed and the system will begin operation August 2, 2004.	Kurt Albach, Cindy Berry, Tony Summers, Oscar Lopez, Winona Whited, David Henry	In Progress
			X Complete

After you complete Part I, e-mail copies of this form to your dean or supervisor and to Fonda Vera, Institutional Research Office.

Date Submitted:
7/29/04
Complete:
3/17/05

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	Step	Responsible Party	Check Status
P a r t 2	<p>6. Describe implementation/pilot approach:</p> <p>Pilot will begin August 2, 2004. Training for staff will occur July 28 and 29, 2004. Installation of the system will occur July 26 and 27, 2004. Procedures developed by staff will provide students with a ten minute window to return to the advising area once the pager has sounded.</p>		In Progress
			X Complete
	<p>7. Report outcomes related to measures identified in Step 4:</p> <p>The system was used in 2004-2005 Fall and Spring peak registration and will continue to be used in subsequent semesters. The system provided greater mobil for the student with less anxiety while waiting. Direct benefits: there was less congestion in the hallway and MCC waiting area; allowed students to take care of other college related business, such as financial aid and TSI issues; allowed students to wait in a more relaxing atmosphere such as the cafeteria.</p>		In Progress
			X Complete
	<p>8. Describe method(s) for disseminating results:</p> <p>Chain of communication has been constant from the company that supplied the equipment and Kurt Albach, Oscar Lopez, to Director of Advising, Cindy Berry, Advisors, and frontline Administrative Clerks. The committee formed to implement the processes necessary is still in place and direct contact about the operation is continuous with Vice President, Tony Summers.</p>		In Progress
			X Complete
	<p>9. Evaluate and describe success of this process (Steps 1-8)</p> <p>The process from planning, purchasing, installing, and implementing the system was positive. Two key things made this a successful process. (1) Open communication from allowing the concerns to be addressed, organizing a committee that was free to brainstorm, talking with colleges that have the system in place, bringing the company in for demonstrations and training, and having the Dean and Director of Advising working closely with the frontline people on step-by-step implementation. By having this open communication, from the time the pagers were installed and throughout registration, the process only had to have minor "tweaking" to meet specific needs. (2) Picking a person such as Kurt Albach, who helped determine the needs to make the system work on RLC campus and who has an ongoing communication with the company to resolve any problems or concerns. The general feedback from students and advisors was positive.</p>		In Progress
			X Complete

After you complete Part 2, e-mail copies of this form to your dean or supervisor and to Fonda Vera, Institutional Research Office.

Date Submitted:
7/29/2004

Completed:
3/17/05