

**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.

**PLEASE NOTE: Input information in the grey highlighted areas. Boxes will expand as you type.**

PIIP# 55 (to be assigned by IR/E)

PIIP Process Name: Improve the Faculty Credential Inventory Documentation Process - Phase I

**Responsible Party: Brent Kesterson**

## Part 1

**Step 1. Anticipated Completion Date:** January 31, 2007

**Step 2. State implementation/improvement need and identify its related Strategic Planning Priority:**

We need a more comprehensive and systematic means of tracking currency of faculty credential documentation. This relates to our strategic priority - ensure institutional effectiveness because it is essential in meeting SACS requirements for accreditation.

Check Status:  In Progress  Complete

**Step 3. List owner(s) of new process/program or improvement:**

Jean Conway, Brent Kesterson, Academic Division Deans, and HR

Check Status:  In Progress  Complete

**Step 4. Identify root cause leading to this process implementation/improvement:**

Through an audit of all faculty credential files in HR we have discovered too many that are not current and are missing required documentation.

Check Status:  In Progress  Complete

**Step 5. Develop proposed solution, including measurement/evaluation plans and budget implications/business plan:**

We have developed an extensive Excel spreadsheet to track the status of all faculty credential files along with three MS Word forms. The Excell spreadsheet and forms are too cumbersome. We need a database capability to accomplish the following:

- 1) Make it easier for Academic Divisions to prepare faculty credential documentation by providing electronic forms with drop-down data.
- 2) Make it possible for the VPSL to receive a variety of reports concerning the status of faculty credential files.
- 3) Make it possible for the Instructional Programs Office to maintain a comprehensive database tracking the status of faculty credential files.

We will continually evaluate and improve the process by seeking user feedback. We have two long range goals. Phase II of the process will be to migrate the Access database into Oracle 10G, which is a more stable platform for multi-user data input/revision. Phase III will be to work with other DCCCD colleges to get this built into the Colleague database system. This is our ultimate goal because it would eliminate the problems of having to maintain separate databases.

There are development costs associated with this project. We need to hire a part-time Network/Systems Specialist II for approximately 60 hours to program the database and train selected employees in academic year 2005 - 2006. We will need to hire the same person for approximately 40 in academic year 2006 - 2007 to improve the database structure and provide more employee training.

UPDATE: The ACCESS database is basically finished and is being fully utilized by all academic divisions. Minor improvements are still being made to the system. All divisions are expected to have their faculty database up to date no later than April 15, 2007.

Check Status:  In Progress  Complete

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**NOTE: After you complete Part 1, e-mail copies of this form to your dean or supervisor and to Gloria Washington, Department of Institutional Research/Effectiveness.**

Date Submitted: 6/27/06      Date Updated: 1/22/07      Date Completed: 5/24/07

# Part 2

PIIP# 55 (to be assigned by IR/E)

PIIP Process Name: Improve the Faculty Credential Inventory Documentation Process

**Step 6. Describe implementation/pilot approach:**

The FCI database has been fully developed in Access and is currently being used by all academic divisions.

Check Status:  In Progress  Complete

**Step 7. Report outcomes related to measures identified in Step 5:**

The FCI Access database has been fully implemented and is currently in use by all academic divisions. One on one training was provided to all academic divisions and continuous technical support is available to them as they use the database.

Check Status:  In Progress  Complete

**Step 8. Describe hard copy or electronic method(s) for disseminating results:**

Credentialing data for approximately 80% of the faculty has been entered into the FCI Access database. Printed reports are sent to each academic division indicating their progress in completing the data entry. The VPSL also receives progress reports.

Check Status:  In Progress  Complete

**Step 9. Evaluate and describe success of this process (Steps 1-8):**

The academic divisions have indicated that they can see where the use of this database will save them a great deal of time in the future when updating faculty credentials.

Check Status:  In Progress  Complete

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**NOTE: After you complete Part 2, e-mail copies of this form to your dean or supervisor and to Gloria Washington, Department of Institutional Research/Effectiveness.**