

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.

PIIP Process Name: FERPA

		Step	Responsible Party	Check Status		
P a r t 1	1. <i>State implementation/improvement need and identify its related Strategic Planning Priority.</i> To develop a format for training Richland College faculty, staff (full-time, part-time and student employees) on the federal requirements for student privacy. The federal requirement is known as The Federal Educational Rights and Privacy Act. The key factor is to provide a format that does not require large blocks of time and easy access for employees.		Tony E. Summers		In Progress	
				X	Complete	
	2. <i>List owner(s) of new process/program or improvement:</i> Tony E. Summers		Note: Leave blank		In Progress	
				X	Complete	
	3. <i>Identify root cause leading to this process implementation/improvement:</i> The need for customer service training supporting the privacy rights of our students.		Note: Leave blank		In Progress	
				X	Complete	
	4. <i>Develop proposed solution, including measurement/evaluation plans and budget implications/business plan.</i> Develop an application of an internet Power-Point presentation via intranet. This application will be based on federal regulations. Employees will be able to access the tutorial from their desk top computers. Thunderwater credit for professional development to be awarded for completion.			Tony E. Summers and Dwayne Carter		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:
11/21/03

Completed:
4/16/04

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	Step	Responsible Party	Check Status
P a r t 2	<p><i>5. Describe implementation/pilot approach:</i></p> <p>Dwayne Carter, Multimedia Student, and Tony Summers developed the text and Power-Point application for the internet web page. Thunderwater Organizational Learning and the college Web Mater assisted with the development of T-Reg and the launching of the site onto the college intranet. An e-mail was sent to all college employees from the College President on September 29, 2003 encouraging completion of FERPA training by October 31, 2003.</p>	Tony E. Summers, Roy Bond, Leslie Wendling	In Progress
			X Complete
	<p><i>6. Report outcomes related to measures identified in Step 4:</i></p> <p>As of November 1, 2003, a total of 338 Richland College employees completed FERPA training via the intranet site.</p>		X In Progress
		Complete	
	<p><i>7. Describe method(s) for disseminating results:</i></p> <p>Results will be shared with PCAB and the ThunderTeam via KPI and PIIP review.</p>		X In Progress
		Complete	
	<p><i>8. Evaluate and describe success of this process (Steps 1-7)</i></p> <p>As of March 31, 2004, 91% of all Richland full-time employees have completed FERPA training. Reminder notices will be forwarded to those employees who have not completed training and to their supervisors.</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.

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4/16/04