

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.

29	PIIP Process Name: Accounts Receivable Restructure
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	Step	Responsible Party	Check Status
P a r t 1	1. <i>Projected completion date:</i> March 2005		
	2. <i>State implementation/improvement need and identify its related Strategic Planning Priority.</i> Often students' tuition and/or expenses are paid for by a vendor who sponsors them. AR reconciliation data is listed under the vendor rather than the student. This made it difficult to collect on invoices for an individual student because the information was not readily available. When a vendor paid, the payment was deducted from a summary balance--not itemized to show which students the payment was for. The ability to link a particular payment to a particular student has been solved by listing the outstanding balances individually within a sponsorship, reconciling the balances to the system and also by logging the contracts into a database to insure how much money may be left on a contract. SPP: Institutional Effectiveness	Vicki Spawn	In Progress
			X Complete
	3. <i>List owner(s) of new process/program or improvement:</i> Vicki Spawn, Larry Berneburg, Jeanette Bolden, Lindy Henrie, Nilsa Rodriguez, Deborah Clark	Note: Leave blank	In Progress
			X Complete
	4. <i>Identify root cause leading to this process implementation/improvement.</i> Write off receivables past 180 days old. Itemization by student unavailable. -Large dollar amount of write offs for 2002. -Internal Audit conducted in the summer of 2003 Both factors led us to take action to redesign our receivables process and our reconciliation process.	Note: Leave blank	In Progress
			X Complete
	5. <i>Develop proposed solution, including measurement/evaluation plans and budget implications/business plan.</i> Duties of persons creating receivables were changed. The same person now enters the sponsor in the system and creates invoices for that sponsor. This makes the work cycle more understandable to the person involved. Reconciliations are manually tracked by student for each sponsor because Colleague is not capable of itemizing by student.		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:
3/23/04
Completed:
6/3/05

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Part 2	<p><i>6. Describe implementation/pilot approach:</i></p> <p>Changes described in #4 have been implemented, but are being monitored on an ongoing basis for success and improvement opportunities.</p>	Vicki Spawn, Deborah Clark	In Progress
			X Complete
	<p><i>7. Report outcomes related to measures identified in Step 4:</i></p> <p>Persons inputting sponsorships and creating invoices have a better understanding of their job cycle.</p>	Vicki Spawn, Deborah Clark	In Progress
			X Complete
	<p><i>8. Describe method(s) for disseminating results:</i></p> <p>The new procedure for invoicing and recording payments was documented in hard copy. A copy of the "Sponsorship Procedures" was given to each employee who works with the accounts receivable sponsorships and a copy was placed in the Accounts Receivable instruction manual for reference.</p>	Vicki Spawn, Deborah Clark	In Progress
			X Complete
	<p><i>9. Evaluate and describe success of this process (Steps 1-8)</i></p> <p>The monthly receivable reconciliations showed fewer errors after the new procedure was implemented.. An audit can be performed after year end (August '05) on receivables beginning with Spring 2004.</p>	Deborah Clark, Ron Clark	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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3/23/04
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