

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 expand as you type.

PIIP# 71 (to be assigned by IR/E)

PIIP Process Name: Reader/Scribes for DSO students in Testing: Emeritus Volunteers

Responsible Party: Latrenda S. Thomas

Part 1

Anticipated Completion Date: 05/15/2008

Step 1. State implementation/improvement need and identify its related Strategic Planning Priority:

The RLC Test Center identified a need to improve the process implementation of special accommodations required by Disability Service Office (DSO) students. This is related to Strategic Planning Priority 1, 2 and 5.

Check Status: In Progress **Complete**

Step 2. List owner(s) of new process/program or improvement:

Latrenda S. Thomas, Kellie D. Pollock, Joel Weiner and Ron Hill.

Check Status: In Progress **Complete**

Step 3. Identify root cause leading to this process implementation/improvement:

Readers and scribes are being supplied by the Test Center for DSO students. However, several times throughout the year it is difficult to schedule staff to read/scribe for three to five sometimes eight hours at a time. Especially during peak registration, final exams, peak vacation time and now the increasing off campus testing for Educational Transitions which is highly unpredictable as this is a new and growing process.

Check Status: In Progress **Complete**

Step 4. Develop proposed solution, including measurement/evaluation plans and budget implications/business plan:

The solution is to recruit volunteers from the Emeritus program to read/scribe for DSO students. There are no budget implications.

Check Status: In Progress **Complete**

NOTE: After you complete Part 1, e-mail one copy of this form to (1) your dean or supervisor and (2) Gloria Washington, Department of Institutional Research/Effectiveness.

Date Submitted: Date Updated: Date Completed: 05/31/08

Part 2

PIIP# 71 (to be assigned by IR/E)

PIIP Process Name: Emeritus Volunteers to assist DSO students

Step 5. Describe implementation/pilot approach:

Joel Weiner spoke with Volunteer Coordinator for the Emeritus Program, Chris Sanders, about the growing need for readers/scribes for DSO students and invited her to a Test Center meeting. Latrenda Thomas met with Ms. Sanders and discussed the possibility of using Emeritus Volunteers as readers/scribes for DSO students. A referral form was created for making appointments between the DSO student, the Test Center and the Emeritus Program. It was agreed that after receiving the Special Accommodations approval form from DSO, the student would make the testing appointment in the Test Center at least three days in advance of the test date. The EV (Emeritus Volunteer) form will be filled out by the Test Center staff and emailed to Chris Sanders. Ms. Sanders will recruit a volunteer and return the form to the Test Center for confirmation, with the EV's name and phone number. In the event that the student cancels the appointment, it is the Test Center's responsibility to call and inform the EV of the cancellation.

Check Status: In Progress Complete

Step 6. Report outcomes related to measures identified in Step 5:

Upon completion of the first exam appointment, the referral form was revised to include the type of test to be administered and the test value to help determine an approximate length of time. The average time is three hours. (Test value = multiple choice, essay or fill in the blank)

Check Status: In Progress Complete

Step 7. Describe hard copy or electronic method(s) for disseminating results:

The results have been determined by the number of students successfully tested. There has only been one incident in which the student did not call to cancel the appointment, leaving the Emeritus Volunteer waiting for twenty minutes before leaving. The policy has been revised that if the student does not call and cancel an appointment twice during the semester, leaving an EV waiting a maximum of twenty minutes each time, then the students forfeits use of the EV program and must test at the availability of the Test Center staff.

Check Status: In Progress Complete

Step 8. Evaluate and describe success of this process (Steps 1-7):

This new partnership with the Emeritus Program has been a tremendous success for the students, the Disability Service Office and the Test Center. Students are tested by caring volunteers in the security of the Test Center at no additional cost to Richland Community College.

Check Status: In Progress Complete

NOTE: After you complete Part 2, e-mail one copy of this form to (1) your dean or supervisor and (2) Gloria Washington, Department of Institutional Research/Effectiveness.