

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# **57** (to be assigned by IR/E)

PIIP Process Name: **FA Request Processing**

Responsible Party: FAO

Part 1

Anticipated Completion Date: June 30 2008

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

The FAO implemented a new process that will attempt to reduce the time it takes to process a request for financial aid. This will enable all students to Succeed and will close the Gap related to our Noel Levitz Student Satisfaction report

Check Status: In Progress Complete

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

FAO

Check Status: In Progress Complete

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

The FAO processed financial aid requests based on an Alpha case load. This caused request to be worked based on staffs' particular workload, and not on the work load of the entire office. This limited the over all ability of our Team.

Check Status: In Progress Complete

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

We will work financial aid requests based on the date a request is received and have trained additional staff members on the process of awarding students. With our current Paperwise software we can track when a request was turned in and when the request was reviewed and completed. We do not foresee any 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: **May 2007**

Date Updated:

Date Completed: **May 2008**

Part 2

PIIP# 57 (to be assigned by IR/E)

PIIP Process Name: **FA Request Processing**

Step 5. Describe implementation/pilot approach:

The RLC/FAO met to discuss our benchmarking with Eastfield. We decided on a goal of decreasing the processing time to 3 weeks. Each week we would review our back log and discuss work that needed to be accomplished in order to achieve our goal. This process is still being used to review our current workload.

Check Status: In Progress Complete

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

Initially the process got off to a rocky start. Staff was concerned with the amount of work each team mate was accomplishing. We set our goals based on all of the team input. We did have to work a couple of Saturday's in order to stay on pace with our goal. Some staff members needed to adjust their schedules, but they bought into the process.

Check Status: In Progress Complete

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

We used reports from our Imaging system (Paperwise) to monitor our progress. We shared these reports with staff on a weekly basis.

Check Status: In Progress Complete

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

Our outcome is a huge success. For the first time in my 12 years at Richland the FAO did not have a back log of requests when we entered the week prior to school starting for the Spring 2008 semester. As of 6-24-08 we have a back log of one week for requests for fall 2008.

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.