

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# 60 (to be assigned by IR/E)

PIIP Process Name: Events Form

Responsible Party: Bethany Wright & Whitney Rosenbalm

Part 1

Anticipated Completion Date: May 2008

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

An internal/external events form is needed for all events that occur on campus.

Priority #1 - Identify and meet community educational needs & Priority #3 - Enable all employees to succeed

Check Status: In Progress Complete

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

Bethany Wright & Whitney Rosenbalm

Check Status: In Progress Complete

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

Internal events attracted more individuals than estimated and conflicts on campus have occurred since the same system is not in effect for internal and external events. A new process could combat double bookings, conflict and prevent traffic control and city permit and attendance violations.

Check Status: In Progress Complete

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

The first solution is to revamp forms to include more detailed information about press coverage and advertising, also the creation of a preliminary booking form would assist the Rooms Coordinator with how to proceed by event. The next solution is to make the forms more accessible via the intranet on a Rooming webpage with web forms, and a url that's easily typed, bookmarked and accessed externally and internally. To promote the fact that an internal form now exists, we will promote via RLC e-mails and The ThunderBridge.

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: October 2007

Date Updated:

Date Completed: May 2008

Part 2

PIIP# 60 (to be assigned by IR/E)

PIIP Process Name: Events Form

Step 5. Describe implementation/pilot approach:

A new Room Reservation Webpage was linked to the Richland College Intranet page. This page allows Employees to request rooms. The page also includes a calendar of events for the most requested conference rooms: C110, C140, and E070. Also included is general information about when rooms can be reserved, rooms that cannot be requested through the site, procedures to take after a room is reserved, etc. The page is for internal requests; therefore, changes were also made to external/community request procedures. This change was made to the physical application. A section on how an event is publicized was included in the form as well as including the terms and conditions into the application. Previously, terms and conditions were separated from the application resulting in a higher probability that the applicant would not read the terms and conditions.

Check Status: In Progress Complete

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

All employees can use one form to request a room. Employees no longer have to keep an e-mail containing the request form. Also, all necessary questions in requesting a room are asked upfront.

Check Status: In Progress Complete

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

The campus was informed of the new Web page via e-mail and the Thunderbridge. The page can be accessed by typing in the web address, www.richlandcollege.edu/rooms, or accessing the Intranet.

Check Status: In Progress Complete

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

The new Web page and improvements to the External Application process is successful. Many employees have given positive comments about the new Web page. With the improvements to the External Application, many conflicts and major problems have been averted.

Check Status: In Progress Complete

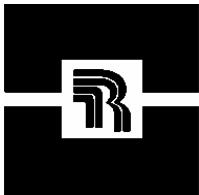
NOTE: After you complete Part 2, e-mail one copy of this form to (1) your dean or supervisor and (2) Gloria Washington, Department of Institutional Research/Effectiveness.

**ATTACHMENT A
GENERAL POLICIES AND PROCEDURES
GOVERNING USE OF COLLEGE FACILITIES**

1. The educational program has priority in the use of college facilities at all times. No contract shall be granted for use which interferes in any way with the college instructional program or activities, either daytime or evening school.
2. Requests for use of facilities should be submitted to the college at least four to six weeks in advance of the proposed use. In general, applications submitted by district residents shall have precedence over those from residents of other areas. A contract can be issued only after receipt of the request and the confirmation that the requested facilities are available and after final approval by the Dean of Financial Affairs.
3. The contract shall be issued for specified hours and dates. The lessee shall not arrive before the time authorized and shall leave the college premises at the contract expiration time. Contracts shall be issued for use of facilities no earlier than 6:30 a.m. and no later than 11:00 p.m., except by special permission granted prior to the use date. Authorization is given for entrance to specific areas only, and use of specific facilities only, within a building.
4. Keys to college buildings shall be assigned only to employees of the district or colleges, and buildings shall be opened by such employees. The use of any college property shall be under the direction of an authorized member of the college staff. This staff member may be a college police officer.
5. Smoking is prohibited inside all Richland College buildings. Possession, consumption, or being under the influence of alcohol or illegal drugs is prohibited on any college property.
6. Youth or children's groups shall be supervised by responsible adults provided by the sponsoring organization.
7. College furniture, apparatus, and/or equipment shall not be removed, altered, or displaced without permission from an authorized college employee.
8. Individuals or organizations using college buildings shall safeguard and care for the facilities and assume responsibility for payment of any damages resulting from their use of the facilities.
9. Materials used for decorations shall be flameproof. Lighting of matches or other flames are prohibited. Decorations must be removed and the facility left in the same condition as before the event.
10. Display materials used or distributed on campus must be approved by the college's Dean of Financial Affairs of Student Programs and Resources and must be removed immediately after the event.
11. All advertisements in connection with Lessee's use of Richland's premises including, but not limited to, admission tickets, window cards, posters, radio and television announcements, and telephone solicitations are subject to prior approval of form and content by Richland's Information Services and College Relations office.
12. Contracts for use of any college facility shall be revoked when the use interferes with regular college use, when facilities are misused, or when the foregoing rules are violated. Contracts may not be renewed when revoked for misuse.
13. The Lessee shall be held responsible for any and all loss, accident, neglect, injury, or damage to person, life, or property which may be the result of, or may be caused by, the Lessee's occupancy of the facilities or premises and for which the college might be held liable.
14. If for any reason Richland must cancel a reservation, the lessee will not hold Richland or the Dallas County Community College District or any personnel of the DCCCD responsible for any damages which may be incurred as a result of the cancellation.
15. A 20% non-refundable deposit, the amount of which shall be determined by the agreed upon fee to be paid by Lessee, shall be applied toward the total amount due.

ATTACHMENT B
SPECIFIC CAVEATS, POLICIES AND PROCEDURES

1. If for any reason the designated area is blocked or occupied by vehicles, the lessee will not hold Richland or the Dallas County Community College District or any personnel of the DCCCD responsible for towing or moving said vehicles. Neither may the Lessee assume the prerogative to have any vehicles removed or towed out of the designated area.
2. The Lessee will provide a licensed Peace Officer to be in attendance at each of the scheduled events.



RICHLAND COLLEGE--Dallas County Community College District

Educational opportunities are offered by the DCCCD without regard to race, color, age, national origin, religion, gender or disability.

Use of Facilities Application Form

This questionnaire does not grant or guarantee use of or availability of our facility. Once your questionnaire has been reviewed and approved a contract maybe offered to you. Payment and the signed contract must be received one week before event is scheduled or your event may be cancelled.

Today's date: Monday, July 28, 2008

Organization Name:

Non-Profit Organization? *YES NO

- *If yes, proof of non-profit status **must** be included with application.*
-

Individual submitting request

Name:

Email Address:

Address:

City:

State:

Zip:

Phone (w):

(h):

FAX:

Individual signing contract (will be the responsible party while using the campus):

Name:

Email Address:

Address:

City:

State:

Zip:

Phone (w):

(h):

FAX:

Description of Event:

Date(s) and Time(s) requested:

Type of Room(s) Needed:

Number of People Expected:

Will contributions be solicited? YES NO

If **YES**, please explain:

How are you publicizing this event (print advertisements, radio, television spots, e-mails, newspaper, or flyers?)

**Any advertisements containing the name of Richland College must be officially approved by Whitney Rosenbalm, Director of Marketing and Public Relations. Contact Whitney at wrosenbalm@dcccd.edu or 972-238-6023*

Will food/refreshments be served? * YES NO

**No commodities may be sold on campus by any individual or organization that is not officially part of the college or without written consent from Dean of Financial Affairs.*

Will you be using a tent (if on the grounds)? YES NO

(For any tent 400 sq. ft or larger, (20' X 20' or larger) requester is responsible for obtaining City of Dallas permit.)

For Outdoor Events:

Some events may require permits from the City of Dallas. Please see www.dallasspecialevnts.com for permit guidelines.

Special Services Needed:

- 1. Room set-up/Special Furniture:**
- 2. Audio/Visual Equipment:**
- 3. Grand Piano Placed Where:**
- 4. Gym Equipment Requested:**
- 5. Other Needs:**

Applicant's Signature: _____

To Be Completed By Coordinator

Date Request Received: _____ Completed? YES NO

Event approved? YES NO

Date(s) booked: _____ Room(s) _____ Contract #: _____

TERMS AND CONDITIONS OF LEASE

1. Lessee acknowledges that it has fully inspected the demised premises and on the basis of such inspection hereby accepts same as suitable for the purposes for which they are leased.
2. Lessee shall not cause or permit any changes or alterations whatsoever to be made to the demised premises or cause or permit the display of any signs in, on, or about said premises without Lessor's prior written consent. Lessee hereby covenants and agrees to repair at its expense any damages to the demised premises, the interior or exterior of the building wherein said premises are situated, or the furnishings, fixtures, or other property of Lessor located in, on, or about the premises, when such damages are caused by any act of Lessee, its employees, agents, or invitees.
3. Lessee shall not permit the demised premises to be used for any purpose that would render the insurance thereon void or the insurance risk more hazardous.
4. The demised premises and the building wherein same are situated shall be under the exclusive charge and control of Lessor at all times and Lessor and its agents and representatives shall have an unrestricted right of entry therein. Lessor shall endeavor, however, to abide by Lessee's directions respecting the use of entrances and exits of the demised premises during the period covered by this agreement.
5. Lessor shall not be liable to Lessee or Lessee's employees, agents, or visitors, or to any other person whomsoever, for any injury to person or damage to property on or about demised premises due to any cause whatsoever and Lessee agrees to indemnify Lessor and hold it harmless from any loss, expense, or claim arising from such injury or damage.
6. Lessee shall comply with all governmental laws, ordinances, and regulations, and any regulations established by Lessor applicable to the use of the demised premises (of which Lessee shall have notice) and shall promptly comply with all orders and directives issued by a governmental body or Lessor for the correction, prevention, and abatement of nuisances in or upon, or connected with the demised premises, all at Lessee's sole expense. (See Attachment A)
7. If, on account of any breach or default of Lessee's obligations hereunder, it shall become necessary for Lessor to employ an attorney to enforce or defend any of Lessor's rights or remedies, Lessee agrees to pay reasonable attorneys fees, incurred by Lessor in such connection.
8. The sidewalks, entrances, passages, courts, elevators, vestibules, stairways, corridors, and halls of the demised premises shall not be obstructed or encumbered by Lessee or used for any purpose other than ingress and egress.
9. Lessor shall furnish the demised premises with cleaning services, heating and air conditioning, lighting, electricity and, if appropriate, seating, scenic and stage equipment, public address system, and other furnishings. Lessor's obligation to furnish such services and facilities shall be limited to that which is usual and customary and Lessor may impose additional charges for any special arrangements for Lessee requesting such services and facilities.
10. Lessor reserves the sole and exclusive right to offer for sale in, on, or about the demised premises any soft drinks, food, souvenirs, or other merchandise of any sort or Lessor may grant in writing to others such concession rights.
11. Lessee hereby assumes full responsibility for the behavior of all persons admitted to the demised premises or any portion of the building wherein said premises are situated, upon the consent of Lessee, its agents or employees and Lessee agrees to employ at its expense the number of college policemen deemed necessary by Lessor's Chief of Police for the protection of persons and property. Lessor reserves the right through its duly authorized representatives to remove, or instruct the removal of, any person or persons whose behavior or decorum is objectionable and Lessee hereby waives any right, claim, or cause of action against Lessor arising from the exercise of such authority, and Lessee further agrees to indemnify Lessor and hold it harmless from any loss, expense, or claim arising therefrom.
12. Upon the request of Lessor, Lessee shall procure and maintain at its sole expense liability insurance in form and amounts satisfactory to Lessor which shall protect Lessor against all liability or claim on account of injury to person or damage to property occurring in or about the demised premises during or incident to the use thereof by Lessee.
13. Lessee shall not assign this lease or sublet the demised premises or any part thereof without Lessor's prior written consent.
14. If Lessee fails to promptly remove all of its property remaining in, on, or about the demised premises at the expiration of the period for which said premises are rented, Lessor may, without liability to Lessee, take possession thereof and store same wherever it sees fit in its name or, at its option, in the name of Lessee, at Lessee's sole expense.
15. In the event that the demised premises or the building wherein same are situated shall be damaged or destroyed by fire or other casualty thereby rendering performance hereunder impossible or, in the sole judgment of Lessor, impracticable, this agreement shall terminate and any unearned rentals shall be refunded to Lessee provided that Lessee is at that time in

compliance with the terms, conditions, and covenants imposed upon it hereunder; otherwise, such unearned rentals may be applied by Lessor toward the curing of any default of Lessee hereunder or retained as liquidated damages, as Lessor may elect in its sole discretion.

16. In the event that Lessee shall assess any ad valorem taxes against Lessor by virtue of the use of the demised premises, Lessee hereby covenants and agrees to pay no more than \$100 per performance upon demand by Lessor.
17. Lessee shall not allow or permit alcoholic beverages to be brought upon, consumed in, or about the demised premises, or advertisements thereof to appear in any printed program or other promotional material prepared by it in connection with Lessee's use of the premises.

Preliminary Event Information for Internal Requests

Thank you for your interest in scheduling an event at Richland College. In order to better evaluate your request please take a moment to answer the following questions.

I know it is sometimes difficult in the early planning stages to answer with absolute certainty detailed questions about an event. At this stage what I am interested in is the “dream scenario” for your event. Please know that this brief questionnaire does not constitute a contract with Richland College for the scheduling of your event.

1. What is the title of your event?
2. What is the type of your event? (meeting, performance, seminar)
3. What do you perceive the structure of the event to be?
4. What might the technical requirements be? (power point, video, piano, lights, sound, microphone)
5. What time does the event start? What time would the event end? What is your setup time?
6. What would your first, second, third choice of date be?
7. How many people do you estimate attending your function?
8. How will the event publicized (radio announcements, flyers, e-mails, T.V. spots)?
9. Will you be providing security? Do you need extra security?
10. Will there be music or use of a microphone?

Contact Person for the Event:

Phone Number E-Mail

Thank you for taking the time to answer these questions, I will use the information you have provided to assess the availability of space facilitate your event. .

Sincerely,
Bethany Wright, Room Coordinator

To be completed by Room Coordinator:
Are there other large-scale events scheduled on requested day?

Are there many small-scale events scheduled on requested day?