

**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 will expand as you type.**

PIIP# 63 (to be assigned by IR/E)

PIIP Process Name: Installation and implementation of the Document Imaging System in Admissions and Student Records

**Responsible Party: Oscar Lopez**

**Part 1**

**Step 1. Anticipated Completion Date:** October 2006

**Step 2. State implementation/improvement need and identify its related Strategic Planning Priority:**

Admissions and Student Records and other student service areas need to have a document imaging system to scan all students' admission, registration and advising documents. Currently Admissions and Student Records is keeping hard copies of related forms which takes up a large amount of time and facility for filing, short-term storage, retrieval and packing for long-term storage. When academic documents of students have to be retrieved by an Advisor during an advising session, it extends the waiting time of the student and also sometimes require two to three personnel in Admissions and Advising to retrieve the document, make copies and refile the document. Admissions, Advising and Registration is wanting to install and use a document imaging system that will make this process more convenient and time saving for all internal and external customers. The Strategic Planning Priority related to this implementation plan is Priority #1 - Identify and meet community educational needs -- in order to provide quality service.

Check Status:  In Progress  Complete

**Step 3. List owner(s) of new process/program or improvement:**

Oscar Lopez

Check Status:  In Progress  Complete

**Step 4. Identify root cause leading to this process implementation/improvement:**

Admissions and Student Records accept and store documents on all credit students related to admissions, registration and advising. Maintaining hard copies of all these records take up filing time, storage space and retrieval time. It sometimes will involve two to three employees and customer waiting to retrieve documents. Once the documents were obtained, it would involve copying time and restorage time of these documents.

Check Status:  In Progress  Complete

**Step 5. Develop proposed solution, including measurement/evaluation plans and budget implications/business plan:**

The solution is to install and implement a document imaging system that will allow Admissions and Student Records to scan all student documents. The colleges across the district have seen a need, for not only scanning student records, but since our students are mobil throughout the district, being able to share the records through a secure document imaging system. This will be a district project with various departments being included in this system. Specifically, Richland College Admissions and Student Records will developed an installation and implementation process that will involve all Admissions and Student Records staff and set up subgroups for related areas within Admissions and Student Records. Once the hardware and software has been installed the subgroups will continue to meet to improve the

process. Six months after the document imaging has been in place. Admissions and Student Records staff will evaluate the installation and implementation process and continue to adjust and improve as necessary. Funds were provided for the document imaging system by the Dallas County Community College District. There will be additional parttime staff hired where their main job duties will be scanning; however, we will also cross-train to do other duties as assigned.

Check Status:  In Progress  Complete

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

Date Submitted: February 1, 2006      Date Updated: October 27, 2006      Date Completed: October 27, 2006

# Part 2

PIIP# 63 (to be assigned by IR/E)

PIIP Process Name: Installation and implementation of the Document Imaging System in Admissions and Student Records

## **Step 6. Describe implementation/pilot approach:**

A Committee from the Richland College Admissions and Student Records was formed to discuss the documents to be scanned, timeline for scanning and storage, changes in workflow and document handling, assign the responsible person for scanning of the various documents and create subgroups in Admission and Student Records. The small subgroups were responsible to set up work flow, discuss impact on their area as well as related areas, transition from paper to electronic storage, the effect on internal and external customers, etc. Each group met as needed to formulate their own procedures in relations to the electronic storage and retrieval of students' documents and records.

Check Status:  In Progress  Complete

## **Step 7. Report outcomes related to measures identified in Step 5:**

All Admissions and Student Records staff members were sent the following evaluation questions for the document imaging system.

1. Are you directly involved in scanning documents? Yes No
2. Is your area (degree audit, TSI, etc) or your job duties impacted by the scanning process? Yes No
3. Have the scanning of documents improved internal/external customer service? Yes No
4. Can there be improvements made to the document imaging process that will help you perform your job duties more effectively or help in customer service? Yes No
5. If yes to the above question, please explain and give suggestions for improvements.

Please add any additional comments on the next page that will help Admissions and Student Records improve the effectiveness of external/internal customer service which relates to the document imaging process.

After the survey was completed by Admissions and Student Records staff, steps were taken to, again, tweak the system for better operation and flow of documents.

Check Status:  In Progress  Complete

## **Step 8. Describe hard copy or electronic method(s) for disseminating results:**

Communication between all areas of Admissions and Student Records, developing subgroups and having a responsible person to go to for the individual subgroups helped with the disseminating of the results. The key factors to the success was before the scanners were in place, a plan was developed, communication was open and minor issues that appeared were addressed immediately.

Check Status:  In Progress  Complete

## **Step 9. Evaluate and describe success of this process (Steps 1-8):**

The installation and implementation of the Document Imaging System in Admissions and Student Records have been successful. Admissions and Student Records received a Student Admissions Records and Registration (SARR) Usage Report after approximately two months of using the electronic storage and retrieval hardware and software. RLC had scanned 16,355 historical and current documents--46% of the documents scanned in the district. This indicates that our planning and preparation have had a significant affect on the success of the initial use of this electronic storage and retrieval.

Check Status:  In Progress  Complete

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