

## 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.

41	PIIP Process Name: Spanish Translations and Publications		
P a r t  1	Step	Responsible Party	Check Status
	1. <i>Anticipated Completion Date: Dec 2005</i>		
	2. <i>State implementation/improvement need and identify its related Strategic Planning Priority</i> High quality Spanish language materials are needed to reach the Hispanic population in our service area whose enrollment rate has lagged behind other groups. SPP 1: Identify and Meet Community Needs.	Cindy Castañeda, Elva Perez & Whitney Roselbalm	In Progress  X Complete
	3. <i>List owner(s) of new process/program or improvement:</i>  Cindy Castañeda, Elva Perez, Whitney Rosenbalm	Note: Leave blank	In Progress  X Complete
	4. <i>Identify root cause leading to this process implementation/improvement:</i> Various errors in Spanish that has been translated and printed signaled a need for a process change.	Note: Leave blank	In Progress  X Complete
	5. <i>Develop proposed solution, including measurement/evaluation plans and budget implications/business plan:</i> Proposed solution: Key parties on campus will work together and develop a process which includes public information, bilingual personnel on campus, and available District resources to ensure accurate Spanish translations and error free publications that include Spanish.  Evaluation: Error rates in Spanish publications compared to English publications.	Whitney Rosenbalm & Cindy Castañeda	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.**

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<b>41</b>	PIIP Process Name: Spanish Translations and Publications
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	Step	Responsible Party	Check Status				
P a r t  2	<p><i>6. Describe implementation/pilot approach:</i></p> <p>1. New project received in PI.                      2. PI provides project title, purpose &amp; deadline to Translation Coordinator-Cindy Castañeda.                      3. Translation Coordinator assigns project to certified bilingual employee (project translator) with PI project contact, subject, and estimated timeframe.                      4. PI provides Translation Coordinator with final, approved English copy.                      5. Minimum required translation time varies w/ project length, but is one week at a minimum.                      6. Project translator translates copy &amp; verifies translation w/ second certified bilingual employee.                      7. Project translator provides Translation Coordinator and PI project manager with electronic &amp; hard copy of materials.                      8. Translation Coordinator arranges a review of Spanish proofs before final print and provides any corrections to PI project manager,</p>	Whitney Rosenbalm & Cindy Castañeda	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; text-align: center;">X</td> <td>In Progress</td> </tr> <tr> <td></td> <td>Complete</td> </tr> </table>	X	In Progress		Complete
	X	In Progress					
		Complete					
	<p><i>7. Report outcomes related to measures identified in Step</i></p> <p>There were more errors in the translated Spanish publications than in the English. However, we will add an external second level reader to the process to further reduce copy errors.</p>	Cindy Castañeda with translations reviewed by Kevin Beard	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; text-align: center;">X</td> <td>In Progress</td> </tr> <tr> <td></td> <td>Complete</td> </tr> </table>	X	In Progress		Complete
	X	In Progress					
		Complete					
	<p><i>8. Describe hard copy or electronic method(s) for disseminating results:</i></p> <p>Announcement of translation process will be submitted to ThunderBridge and an OM will be written if needed.</p>	Cindy Castañeda & Whitney Rosenbalm	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; text-align: center;">X</td> <td>In Progress</td> </tr> <tr> <td></td> <td>Complete</td> </tr> </table>	X	In Progress		Complete
	X	In Progress					
		Complete					
	<p><i>9. Evaluate and describe success of this process (Steps 1-8)</i></p> <p>The pilot resulted in a significant increase in the number of Spanish and bilingual documents available to our student and community stakeholders with fewer errors than previously achieved. This is a workable process that will be continued.</p>	Cindy Castañeda	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; text-align: center;">X</td> <td>In Progress</td> </tr> <tr> <td></td> <td>Complete</td> </tr> </table>	X	In Progress		Complete
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	Complete						

After you complete Part 2, e-mail copies of this form to your dean or supervisor and to Fonda Vera, Institutional Research Office.