

## 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.

**PIIP Process Name: T-Ducks-in-a-Row**

		Step	Responsible Party	Check Status	
P a r t  1	1. <i>State implementation/improvement need and identify its related <b>Strategic Planning Priority</b>.</i> It was necessary to implement a quick, accessible way to communicate rapidly changing situations, processes, and procedures to the college community. We created a T-Ducks in a Row site on our Employee Services home page. This electronic communication helps to improve our institutional effectiveness.		ThunderTeam, Janet James, Valendar Archer		In Progress
				X	Complete
	2. <i>List owner(s) of new process/program or improvement:</i> ThunderTeam, Janet James, Webmasters		Note: Leave blank		In Progress
				X	Complete
	3. <i>Identify root cause leading to this process implementation/improvement:</i> Due to a 7% reduction in funding enacted by the state, a number of developments and changes needed to be conveyed to the college in a rapid and concise way. This site allows us to communicate process improvements responding to budget efficiency needs and updates in service delivery.		Note: Leave blank		In Progress
				X	Complete
	4. <i>Develop proposed solution, including measurement/evaluation plans and budget implications/business plan.</i> It was determined that the most effective way to communicate to the college was to create a T-Ducks in a Row e-mail procedure to release information electronically to the college community with the ease of access being e-mail. Once the e-mail message is sent, the information is simultaneously posted on the T-Ducks in a Row web page on our Employee Services website. This posting provides an ongoing log of issues that have been covered and allows for updates and referencing of previously posted messages.				In Progress
				X	Complete

After you complete Part I, e-mail copies of this form to your dean or supervisor and to Fonda

Date Submitted:  
3/21/04  
Updated: 1/26/04  
Complete: 5/4/04

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PIIP Process Name: T-Ducks-in-a-Row

	Step	Responsible Party	Check Status
P a r t  2	<p><b>5. Describe implementation/pilot approach:</b></p> <p>Important topics are forwarded to the Assistant to the President from members of the ThunderTeam. The topics are inserted into the established T-Ducks in a Row format and disseminated via e-mail to the college community. Simultaneous to the release of the e-mail, the information is posted to the website. This allows two immediate ways that college personnel are informed of important college developments.</p>		In Progress
			X Complete
	<p><b>6. Report outcomes related to measures identified in Step 4:</b></p> <p>It is our plan to monitor the effectiveness of communicating using this new electronic delivery and reference method. We will discuss in our KPI/QEP review how best to measure the impact of this new practice.</p>		In Progress
			X Complete
	<p><b>7. Describe method(s) for disseminating results:</b></p> <p>It is our plan to monitor the effectiveness of communicating using this new electronic delivery and reference method. We will discuss in our KPI/QEP review how best to measure the impact of this new practice. Results will most likely to be conveyed through the ThunderBridge and in subsequent End-of-Year reports.</p>		In Progress
			X Complete
	<p><b>8. Evaluate and describe success of this process (Steps 1-7)</b></p> <p>The survey results were positive. The majority of findings indicated that the employees find the process easy to access and a good communication tool, read the e-mail messages, and access the inventory of previous announcements on the website. Respondents indicated that the conciseness of the announcements was appreciated. It is apparent that college personnel are reading the T-Ducks in a Row messages as we are getting responses and questions sent to the Assistant to the President for clarification or additional information.</p>		In Progress
			X Complete

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

**Date Submitted: 3/21/04**  
**Updated: 1/26/04**  
**Complete: 5/4/04**