

## 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: TOLI Credits

		Step	Responsible Party	Check Status
P a r t  1	1. <i>State implementation/improvement need and identify its related Strategic Planning Priority.</i> The documentation of professional development credits for employees at RLC needs to be streamlined to eliminate unnecessary steps which could be responsible for the high number of errors on transcripts. The Strategic Planning priority related to the process improvement is Institutional Effectiveness.		Roy Bond	In Progress
				X Complete
	2. <i>List owner(s) of new process/program or improvement:</i> The ThunderWater Organizational Learning Institute will take the responsibility for all recording of professional development.		Note: Leave blank	In Progress
				X Complete
	3. <i>Identify root cause leading to this process implementation/improvement:</i> A high number of errors reported by employees on the PD transcripts prompted TOLI to look at the process in detail. The review uncovered a number of redundant steps in the process, which were identified as likely sources of input errors/omissions. Process mapping was used to redesign a proposed workflow.		Note: Leave blank	In Progress
				X Complete
	4. <i>Develop proposed solution, including measurement/evaluation plans and budget implications/business plan:</i> TOLI will assume the responsibility for all input of PD into Colleague and the generation of TOLI PD transcripts. This will be accomplished by laterally moving an existing RLC employee--with experience on the Colleague student system-- to Employee Services and Professional Development. This employee will work closely with TOLI staff to input all employee records into the student module and to set up professional development courses in Colleague. The Institutional Research Office will assist Employee Services and Professional Development by providing periodic reports that will audit the performance of TOLI's record-keeping. We expect to see a decrease in the number of errors on regular transcript runs in future semesters.		Roy Bond	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.**

**Date Submitted:**  
9/22/2003  
**Updated:**  
1/16/04  
**Complete:**  
4/20/04

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		Step	Responsible Party	Check Status
P a r t  2	<p><b>5. Describe implementation/pilot approach:</b></p> <p>In October 2003, all TOLI staff (including new TOLI input clerk) underwent training to input all employee PD records into Colleague. TOLI staff will immediately begin inputting all records and monitoring any discrepancies identified by employees, their supervisors, and Institutional Research.</p>	Roy Bond		In Progress
			X	Complete
	<p><b>6. Report outcomes related to measures identified in Step 4:</b></p> <p>In the Summer of 2003, a total of 247 errors were reported on TOLI transcripts. This number will be compared with error reports in the next cycle to demonstrate improvements made via this process change. In the 2004 cycle, as employees prepared for Progress Discussions and IAP's, individual transcripts were provided on demand. Any errors that were reported were limited to information that employees had failed to submit.</p>	Roy Bond		In Progress
			X	Complete
	<p><b>7. Describe methods) for disseminating results:</b></p> <p>Monthly Thunion Reports serve as a measure of the PD activities reported and entered into Colleague. As the system of input improves, we hope to see a positive impact on the KPI's related to professional development. In addition, we continue to print periodic transcripts of PD activities for employees. They should see an immediate decrease in the number of errors in their transcripts. In addition, Thunderwater transcripts are now available for all employees through E-connect, which allows individual to continuously audit their professional development records and have access to updated transcripts when meeting with their supervisors to discuss professional development goals.</p>	Roy Bond		In Progress
			X	Complete
	<p><b>8. Evaluate and describe success of this process (Steps 1-7)</b></p> <p>TOLI's ownership of the professional development recording process has eliminated some of the redundancy of the process, improved the timeliness of recording information, and shortened the cycle of error correction. In addition, making transcripts available on demand through E-connect ensures that employees have access to their records when they need them, can verify the information easily, and displaces much of the burden of transcript production from the TOLI staff.</p>	Roy Bond		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.**

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9/22/03  
**Updated:** 1/16/04  
**Complete:**  
4/20/04