

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.

34	PIIP Process Name: Richland College Web Site Improvement
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	Step	Responsible Party	Check Status
P a r t 1	1. <i>Projected Completion Date: September 2005</i>		
	2. <i>State implementation/improvement need and identify its related Strategic Planning Priority.</i> <small>The college web site needs improved functionality, usability, and attractiveness. The purpose of this PIIP is to improve institutional effectiveness in communication with students, staff, faculty, and community.B27</small>	Whitney Rosenbalm, Leslie Wendling, Kay Eggleston	<input type="checkbox"/> In Progress
			<input checked="" type="checkbox"/> Complete
	3. <i>List owner(s) of new process/program or improvement:</i> <small>Information Services & VP for Economic and Community Development</small>	Note: Leave blank	<input type="checkbox"/> In Progress
			<input checked="" type="checkbox"/> Complete
	4. <i>Identify root cause leading to this process implementation/improvement:</i> <small>The PCAB expressed concern that the web site needs to be cleaned up, made more attractive, more user friendly, and contain less outdated information. The general consensus is that, given the current resources, it is impossible to keep the web site current.</small>	Note: Leave blank	<input type="checkbox"/> In Progress
			<input checked="" type="checkbox"/> Complete
	5. <i>Develop proposed solution, including measurement/evaluation plans and budget implications/business plan:</i> <small>A task force was appointed to review the current web site to recommend ways to: 1) accommodate rapidly increasing demand for web space, 2) incorporate best practices of other college web sites that align with the DCCCD web site, and 3) improve Richland College web site attractiveness and functionality. The expectation is that a content management software will need to be identified and procured.</small>		<input type="checkbox"/> In Progress
			<input checked="" type="checkbox"/> 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:
9/3/04
Completed:
12/05

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P a r t 2	<p><i>6. Describe implementation/pilot approach:</i></p> <p>At this point the task force believes the process should be divided into 4 phases. 1) The Exploratory Phase will involve teams consulting with experts and researching the Internet to determine what options are available to consider to improve web site content management and design, 2) The next phase will be to decide on a content management approach, 3) Then the task force will make recommendations concerning the web site design, 4) Finally the task force will recommend implementation methods including how to migrate the current web files, assign content authors for new web files, and train content authors.</p>		<table border="1" style="width: 100%;"> <tr><td style="text-align: right;">In Progress</td></tr> <tr><td style="text-align: right;">X Complete</td></tr> </table>	In Progress	X Complete
	In Progress				
	X Complete				
	<p><i>7. Report outcomes related to measures identified in Step 4:</i></p> <p>The web team redesigned the look and feel of the web site after researching with focus groups and best web practices. In the process of the redesign, the web team also cleaned up old pages, updated out-of-date pages, improved the navigation and restructured the heirarchy of the top-level, second-level and third-level pages. The conclusion of the Content Mangement System issue is a new team has been put together to create Richland's own CMS that is easy to use and focuses on pages that need frequent updates by their content owners.</p>		<table border="1" style="width: 100%;"> <tr><td style="text-align: right;">In Progress</td></tr> <tr><td style="text-align: right;">X Complete</td></tr> </table>	In Progress	X Complete
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	<p><i>8. Describe method(s) for disseminating results:</i></p> <p>Only positive feedback via email and word-of-mouth was acquired by the web team from Richland staff.</p>		<table border="1" style="width: 100%;"> <tr><td style="text-align: right;">In Progress</td></tr> <tr><td style="text-align: right;">X Complete</td></tr> </table>	In Progress	X Complete
	In Progress				
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	<p><i>9. Evaluate and describe success of this process (Steps 1-8)</i></p> <p>The redesign of the web site was very successful. The new team that will work on the new Richland CMS is already in the process of setting a testing server aas well as opening a new PIIP.</p>		<table border="1" style="width: 100%;"> <tr><td style="text-align: right;">In Progress</td></tr> <tr><td style="text-align: right;">X Complete</td></tr> </table>	In Progress	X Complete
	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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