

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# 48 (to be assigned by IR/E)

PIIP Process Name: Backpack Check-in Program in College Bookstore

Responsible Party: Ron Clark

Part 1

Step 1. Anticipated Completion Date: *Fall 2005*

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

Need a way for students to leave backpacks upon entering college bookstore and to develop a procedure for identifying and securing each backpack. Also need larger and more strategic location.

Check Status: In Progress Complete

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

Ron Clark, Jerry Owens, Robert Baker, Tony Summers, Bobbie Harrison, and Follett Manager.

Check Status: In Progress Complete

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

During the first six weeks of Spring 2005 there were two backpacks stolen from this area. Increased security measures were warranted for college bookstore, requiring a better system to "hold" student backpacks while students are in the store.

Check Status: In Progress Complete

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

Team will develop method for holding and monitoring backpacks at a drop-off point at the entrance to the college store. There will be no budget implication. The measure of success will be determined by reports of theft to Follett personnel and Campus Police.

Check Status: In Progress Complete

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: **June 2005**

Date Updated:

Date Completed: **December 2005**

Part 2

PIIP# 48 (to be assigned by IR/E)

PIIP Process Name: Backpack Check-In Program in College Bookstore

Step 6. Describe implementation/pilot approach:

Implemented "backpack check-in" outside th college bookstore in Fall of 2005. Temporary shelving was placed outside the entrance and students dropped off their backpacks with a store employee in attendance. A card was affixed to the students' backpack and a matching card given to the student. Students were required to present matching card to claim their backpack.

Check Status: In Progress Complete

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

Theft of book bags during "Rush" was eliminated with "backpack check-in." Theft of bags continues to be a problem after "Rush." The four week period following "Rush" student had book bags stolen with contents valued over \$1900.

Check Status: In Progress Complete

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

Campus police record crime stats and report monthly to President's Cabinet.

Check Status: In Progress Complete

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

Initial plan worked well and eliminated theft during "Rush" periods. Overall results were unfavorable since thefts continue to occur when "check-in" is not available. We will close out this PIIP and initiate a new one to look at alternate methods to reduce incidents of theft.

Check Status: In Progress Complete

NOTE: After you complete Part 2, e-mail copies of this form to your dean or supervisor and to Gloria Washington, Department of Institutional Research/Effectiveness.