

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.

39	PIIP Process Name: Customer Service - Student Development Council
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	Step	Responsible Party	Check Status	
P a r t 1	1. <i>Anticipated Completion Date: March 30,2005</i>			
	2. <i>State implementation/improvement need and identify its related Strategic Planning Priority.</i> Plan and implement two workshops to provide staff with skills and knowledge when working with community members, students and colleagues to provide excellent customer service supported by the colleges mission statement. (Enable Student Success and Enable All Employees to Succeed).	Susan Stolarczyk, Vicki Spawn, Angel Starr, Joel Weiner, Tim Vaughan, Sue Spears, Scarlett Hill Rehnuga Sivakolunthu, Tony Summers	X	Complete
	3. <i>List owner(s) of new process/program or improvement:</i> Student Development Council	Note: Leave blank		In Progress
			X	Complete
	4. <i>Identify root cause leading to this process implementation/improvement:</i> Review of customer service training needs with the student development area.	Note: Leave blank		In Progress
			X	Complete
	5. <i>Develop proposed solution, including measurement/evaluation plans and budget implications/business plan.</i> Partner with trainers from Citi Bank and Chase Bank to develop and implement workshops. Formal Evaluation tools were developed and implemented.			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.

Submitted:
2/24/05
Completed:
April 2005

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P a r t 2	6. Describe implementation/pilot approach: First work shop was conducted February 18, 2005. Eighty three staff members attended the topic: Excellent Customer Service. Workshop number two will begin development March 4, 2005 with Citi Bank trainers.	Tony Summers and Customer Service Team	In Progress
			X Complete
	7. Report outcomes related to measures identified in Step 5: Each employee attending the 2/18/05 workshop complete a evaluation form. Based on the evaluation results, a second workshop focusing on problem sloving skills is being developed with Citi Bank for implementation March 24, 2005.	SDC Customer Service Team	In Progress
			X Complete
	8. Describe hard copy or electronic method(s) for disseminating results: Evaluation spread sheets and outcomes from the 2/18/05 workshop were shared electronically with Institutional Research, ThunderTeam, and the customer service team.	Tony Summers and Customer Service Team	In Progress
			X Complete
	9. Evaluate and describe success of this process (Steps 1-8) Feed back from a student development focus group provided input on the effectiveness of the workshops. Overall the participants rate the programs very highly based on the end of program evaluations.		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.

**Submitted:
2/24/05
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