

## 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: First Day

		Step	Responsible Party	Check Status	
P a r t  1		<p><b>1. State implementation/improvement need and identify its related <i>Strategic Planning Priority</i>.</b></p> <p>Development of a series of activities to assist new and returning Richland College students navigate the college environment during the first two days of each semester. Strategic Planning Priority: Response to Community and Student Success.</p>	Richland College Registration Team	<input type="checkbox"/>	In Progress
		<input checked="" type="checkbox"/>		Complete	
		<p><b>2. List owner(s) of new process/program or improvement:</b></p> <p>Richland College Registration Team: Chair Person Donna Walker, with representation from the following areas: SPAR, Financial Aid, Disability Services, Continuing Education, Accounting Services, Enrollment Planning, Multicultural Center, and the Testing Center.</p>	Note: Leave blank	<input type="checkbox"/>	In Progress
		<input checked="" type="checkbox"/>		Complete	
		<p><b>3. Identify root cause leading to this process implementation/improvement:</b></p> <p>Students arrive on campus early during the first week of classes (some as early as 8:00 a.m.). College offices open at 8:30 a.m. due to the half hour time difference, students wander the campus looking for room locations without assistance.</p>	Note: Leave blank	<input type="checkbox"/>	In Progress
		<input checked="" type="checkbox"/>		Complete	
		<p><b>4. Develop proposed solution, including measurement/evaluation plans and budget implications/business plan.</b></p> <p>The Registration Team developed a series of steps to assist students with questions and directions. The activities include "Ask Me" tables at several locations around the campus staffed by volunteers employees and students. Offices will open at 8:00 a.m. Student Government will provide free coffee and donuts during the morning hours. Measurement will be discussed at a future meeting. Registration team will meet during the 2003-2004 academic year to review progress and prepare for the next semester.</p>		<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

Date Submitted:  
8/8/03

Updated: 3/15/04

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PIIP Process Name: First Day

	Step	Responsible Party	Check Status
P a r t  2	<p><i>5. Describe implementation/pilot approach:</i></p> <p>Implementation will be August 24, 2003. All offices have informed staff and arranged hours of operation from 8:00 a.m. to 8:00 p.m.</p>		<input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Complete
	<p><i>6. Report outcomes related to measures identified in Step 4:</i></p> <p>All offices complied with the recommended office hours. All offices will once again open at 8:00 a.m. and will track the number of students served during the expanded time frame. The tracking will begin the first week of classes for Spring 2004.</p>		<input checked="" type="checkbox"/> Complete <input type="checkbox"/> In Progress
	<p><i>7. Describe method(s) for disseminating results:</i></p> <p>The Registration Team developed a series of steps to assist student with questions and directions. The activities include "Ask Me" table at several locations around the campus staffed by volunteers employees and students. Offices will open at 8:00 a.m.</p>		<input checked="" type="checkbox"/> Complete <input type="checkbox"/> In Progress
	<p><i>8. Evaluate and describe success of this process (Steps 1-7)</i></p> <p>The Welcome Center, Admissions and Records, the Multicultural Center, the Business Office, Advising Center and Financial Aid Office agree that offices should open at 8:00 a.m. during the first week of class. Numbers reported by the Welcome Center and information from offices in Thunderduck Hall support this decision.</p>		<input checked="" type="checkbox"/> Complete <input type="checkbox"/> In Progress

***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:  
8/8/03***

Updated: 3/15/04