

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.

19	PIIP Process Name:HSCR - SMT
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	Step	Responsible Party	Check Status
Part 1	1. <i>Anticipated Completion Date:</i>	December 2004	
	2. <i>State implementation/improvement need and identify its related Strategic Planning Priority.</i> After completing a two-year cycle of hosting high school students with the goal of teaching them more about the Semiconductor Industry and Richland's Semiconductor Technician Program, the planning team agreed that it would be a good thing to conduct focus groups with participants to ascertain: 1) their overall impression of the activity, and 2) their suggestions for improvement. These focus groups correspond with Strategic Priority: Response to Community	Deb Somero	In Progress
			X Complete
	3. <i>List owner(s) of new process/program or improvement:</i> Deb Somero, the HSCR staff; Brent Donham, Dean of Engineering Technology and Emerging Programs, and his electronics faculty, Ezra Pennermon; Texas Instruments Workforce Sourcing Manager, former district Tech Prep recruiter, Dawn Stephens.	Note: Leave blank	In Progress
			X Complete
	4. <i>Identify root cause leading to this process implementation/improvement:</i> The root cause leading to this process was the observation that some students responded more enthusiastically than others. A second motivation was the desire continuously improve offerings for prospective students, especially in light of the fact that the industry cluster we are promoting has rapid change and demands increasingly more highly trained personnel in order to operate at full capacity.	Note: Leave blank	In Progress
			X Complete
	5. <i>Develop proposed solution, including measurement/evaluation plans and budget implications/business plan:</i> Our improvement, based on student focus group input, was to redesign the college visit experience to include many more hands-on activities and less traditional industry overview and staff lecture whenever possible. Costs associated with this change have been minimal since the change required only that we restructure our delivery system. Student suggestions for improvement include: a) editing or eliminating canned presentation about the SMT industry that commenced the college portion of the activity; b) providing pertinent information about college and industry in brochure or hand/out format; c) have more hands-on activities, both at the college and at the industry site; d) provide more opportunities for visiting students to interact with students and industry employees; e) extend the hours for the tour experience; f) provide opportunity to experience a college class; g) gain more information about other electronics careers; h) receive more information about salary expectations; i) receive more information about job benefits; j) receive general college information; k) participate in work simulation.		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:
3/28/2003
Completed:
12/15/04

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P a r t 2	<p>6. Describe implementation/pilot approach:</p> <p>We have determined that we can accommodate the new format best on Friday afternoons; this information has been communicated to ISD personnel. We are all partnering with our district Tech Prep office to insure that students are visited in their classrooms prior to their visit to the college. Further, we have been fortunate that Texas Instruments and the district Tech Prep office have been able to arrange lunches for the students during the Spring 2003 semester.</p>		In Progress
			X Complete
	<p>7. Report outcomes related to measures identified in Step 5</p> <p>We have two cycles of participant surveys thus far and results indicate both the students and their instructors were pleased with this new format. True to form, respondents provided us with suggestions to improve the "improved" version. These will be acted upon in 2005-2006.</p>		In Progress
			X Complete
	<p>8. Describe hard copy or electronic method(s) for disseminating results:</p> <p>Survey results are shared with all work groups involved in the activity and also with the ISD personnel responsible for the classes. Students continue to be surveyed at the end of each cycle.</p>		In Progress
			X Complete
	<p>9. Evaluate and describe success of this process (Steps 1-8)</p> <p>Our 2003-04 SMT tour schedule was developed based on input from college personnel and industry during the month of August. Since all parties agreed to hold the dates open for tour activities, the recruiter (in this case, Dawn Jenkins from district Tech Prep) did not have to wait for confirmation from three different work groups before finalizing tour dates. Staff in the three work groups affected can plan ahead regarding staff scheduling and assembling materials so that the day of the event is less stressful. A student survey of satisfaction was included in packets so we can continue to assess how students feel about the activity quickly and appropriate changes can be made as needed; results will be shared with participating entities and programming changes will occur as appropriate. Finally, a follow-up survey is administered and long-term planning occurs based on cyclical results.</p>		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:
3/28/2003
Completed:
12/15/2004**