

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: HSCR - Website

	Step	Responsible Party	Check Status
P a r t 1	<p>1. State implementation/improvement need and identify its related Strategic Planning Priority.</p> <p>HSCR determined that we needed a consistent process and mechanism for receiving, scheduling, confirming, and tracking contacts with prospective students, ISD personnel and community-based constituents desiring services including individual and group tours of the college, college representation at school and community-based events, in-class guest speakers and/or contacts to develop cooperatively seminar and career-oriented series. What resulted is a web-based registration site "Connect With Us."</p> <p>. This project is in response to Strategic Goal: Response to community</p>	Deborah Somero/Team facilitator; Al Davis/Student Services Assistant	Pending
			Ongoing
			<input checked="" type="checkbox"/> Complete
	Deborah Somero, Al Davis, Natalie Kershaw, Jean Carter, Adrienne Crowley-Brown, Hilda Della-Sera, Donna Crenshaw-Nickerson	Note: Leave blank	Pending
			Ongoing
			<input type="checkbox"/> Complete
	<p>3. Identify root cause leading to this process implementation/improvement:</p> <p>There was no single point of contact for individuals requesting services which resulted in multiple staff receiving the same request and inconsistent tracking of requests which resulted in less-than accurate data that would be useful for strategic planning.</p>	Note: Leave blank	Pending
			Ongoing
			<input checked="" type="checkbox"/> Complete
	<p>4. Develop proposed solution, including measurement/evaluation plans and budget implications/business plan:</p> <p>. Staff brainstormed re what this website should look like; developed a protocol for each category of request; staff developed a schedule for offering an open tour each day; staff redesigned document high school students need to take back to their high school that verifies their presence at the college; staff worked with PI to develop a marketing piece about the website; once a semester staff will generate usage report which will be used for strategic planning.</p>		Pending
			Ongoing
			<input checked="" type="checkbox"/> Complete

Date Submitted:
4/4/03
Updated:
1/16/04
Complete: 8/9/04

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Part 2	5. Describe implementation/pilot approach: Website is up and running beginning Spring 2003. Due to staff illness in early spring, mass marketing of site was pushed back until fall, 2003. In actuality this is a blessing as it gives all involved a chance to get comfortable with the site and the processes before hugh demands are placed on it.	All staff are involved.	<input type="checkbox"/> Pending
			<input checked="" type="checkbox"/> Ongoing
			<input type="checkbox"/> Complete
	6. Report outcomes related to measures identified in Step 4: First report will occur Dec. 03. Since program was developed during normal working hours and in cooperation with Information Services, costs were minimal and met through existing budgets.		<input checked="" type="checkbox"/> Pending
			<input type="checkbox"/> Ongoing
			<input type="checkbox"/> Complete
	7. Describe method(s) for disseminating results: Updates and results will be shared with staff and Pcab on a semesterly basis or on a need-to-know basis.		<input type="checkbox"/> Pending
			<input checked="" type="checkbox"/> Ongoing
			<input type="checkbox"/> Complete
	8. Evaluate and describe success of this process (Steps 1-7) The HSCR work group is extremely pleased with how this project has developed. We believe we are in better control of our work and that we are more responsive to our constituents. A phone survey was conducted in August to attempt contact with 32 users of the web site. Two respondents were reached who gave a positive responses to all the questions in the survey.		<input type="checkbox"/> Pending
			<input type="checkbox"/> Ongoing
			<input checked="" type="checkbox"/> Complete

After you complete Part 2, submit copies of this form to your dean or supervisor and to the Institutional Effectiveness office.

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