

## 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.

<b>27</b>	PIIP Process Name: Student Information Kiosk
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	Step	Responsible Party	Check Status
P a r t  1	<i>1. Projected Completion Date: September 30, 2004</i>		
	<i>2. State implementation/improvement need and identify its related Strategic Planning Priority.</i> To develop and implement an electronic student information kiosk system by the spring semester of 2005. Student Success and Response to the Community	Tony E. Summers	<input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Complete
	<i>3. List owner(s) of new process/program or improvement:</i> Tony E. Summers, Bobbie Harrison, Greg Thomas, Genny Espinosa, Dwayne Carter, Multi-media Students (Genny Espinosa's class)	Note: Leave blank	<input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Complete
	<i>4. Identify root cause leading to this process implementation/improvement:</i> Lack of a systemic process to inform students with just-in-time information on services and campus directions without human interaction.	Note: Leave blank	<input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Complete
	<i>5. Develop proposed solution, including measurement/evaluation plans and budget implications/business plan.</i> Multi-media students will research and design an information kiosk using the College Student Handbook as a model. Students will visit area colleges with existing Kiosk systems for ideas and possible implementation and deployment.		<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 Vera, Institutional Research Office.

Date Submitted:  
3/15/04  
Complete:  
9/30/04

**8-Step Process Implementation/Improvement Plan (PIIP)**

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PIIP Process Name: Student Information Kiosk

		Step	Responsible Party	Check Status
P a r t  2	6. <i>Describe implementation/pilot approach:</i>  Kiosk software complete. A screen saver was added. The screen saver will revolve with information about services external from Thunderduck Hall. Computer hardware and the kiosk shell are on order via the district purchasing department. Projected implementation date August 2004.		Greg Thomas, Bobbie Harrison	In Progress
	X			Complete
	7. <i>Report outcomes related to measures identified in Step 4:</i>  Kiosk was installed September 15, 2004. Location outer lobby Thunderduck Hall. Software working fine. No problems encountered.			In Progress
	X			Complete
	8. <i>Describe method(s) for disseminating results:</i>  An e-mail announcement was made to the campus informing all of the Kiosk and its location.			In Progress
	X			Complete
	9. <i>Evaluate and describe success of this process (Steps 1-8)</i>  Additional work is needed to determine level of success based on student and community usage.			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.**

**Date Submitted:**  
3/15/04  
**Complete:**  
9/30/04