

## 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: Schedule Review

|                           |   | Step | Responsible Party | Check Status   |             |             |
|---------------------------|---|------|-------------------|----------------|-------------|-------------|
| P<br>a<br>r<br>t<br><br>1 | 1. <i>State implementation/improvement need and identify its related Strategic Planning Priority.</i><br>Review of the class schedule revealed that many terms, punctuation, grammar, and instructions to students were not consistent. |      | Student Success   |                | In Progress |             |
|                           |   |      | Beverly Watson    | X              | Complete    |             |
|                           | 2. <i>List owner(s) of new process/program or improvement:</i><br>Deborah Clark, Vicki Spawn, Beverly Watson  |      | Note: Leave blank |                | In Progress |             |
|                           |   |      |                   | X              | Complete    |             |
|                           | 3. <i>Identify root cause leading to this process implementation/improvement:</i><br>Desire to present consistent/accurate information to students.   |      | Note: Leave blank |                | In Progress |             |
|                           |   |      |                   | X              | Complete    |             |
|                           | 4. <i>Develop proposed solution, including measurement/evaluation plans and budget implications/business plan:</i><br>Share concerns with Director of Information Services. Create review process with Business Office staff.           |      |                   | Beverly Watson |             | In Progress |
|                           |   |      |                   |                | X           | Complete    |

After you complete Part I, e-mail copies of this form to your dean or supervisor and to Fonda

Date Submitted:  
3/23/04

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|                           | Step   | Responsible Party  | Check Status |
|---------------------------|--|--|--------------|
| P<br>a<br>r<br>t<br><br>2 | <b>5. Describe implementation/pilot approach:</b><br><br>Information was shared with Director of Information Services. Three Business Office staff members work together as a team to review all information pages for submission to Graphics. Graphics has been asked to notify these three team members of due dates. Therefore, if one individual is out, one of the other two can react and put procedure in place. Director of Information Services has implemented "Grammar Duck" in the Bridge to share information regarding the appropriate use of punctuation/grammar. | Deborah Clark, Vicki Spawn, Beverly Watson, Whitney Rosenbalm, Lisa Henson | In Progress  |
|                           | X  |  | Complete     |
|                           | <b>6. Report outcomes related to measures identified in Step 4:</b><br><br>Schedules are more consistent.  | Deborah Clark, Vicki Spawn, Beverly Watson                                 | In Progress  |
|                           | X  |  | Complete     |
|                           | <b>7. Describe method(s) for disseminating results:</b><br><br>Verbal  | Deborah Clark, Vicki Spawn, Beverly Watson                                 | In Progress  |
|                           | X  |  | Complete     |
|                           | <b>8. Evaluate and describe success of this process (Steps 1-7)</b><br><br>Review of subsequent schedules shows improvement in consistency, etc.   | Deborah Clark, Vicki Spawn, Beverly Watson                                 | 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:**  
**3/23/04**