Academic Program Maintenance – 'AS IS'

Student

START

Student Contact Advisor or Graduation Analyst

Proceed?
- NO → Go To P2 B
- YES →

Email Registrar & Advisor To Proceed (serves as signature)

P1 P2 P3 P9
P11 P12 P13

From P3 G

Proceed?
- NO → Go To P2 H
- YES →

Email Coordinator Proceed → Go To P3 I

Originator (Advisor/Graduate Analyst)

Communicate With Student → Validate Eligibility → Student Eligible?
- YES → Email Student Confirm to Proceed
- NO → Email Student Decision → Go To P2 A

Print, Complete & Scan Academic Maint. Form
Hand Off
Go To P2 C

From P2 D → Contact Student → Go To P2 E

- Student prints form from Registrar website
- Student takes form to Advisor/Graduate Analyst to complete form
- Advisor/Graduate Analyst routes to Registrar Office
- Registrar Office routes for other approvals

P1 P2 P4 P5 P7
P9 P10 P11 P12 P13

Registrar

From P1 C

Print Form

Forms arrives by email or Fax

Validate Information & Eligibility

Eligilble?

NO → **Contact Originator** → Go To P1 D

YES

Registrar validates Eligibility

Where is the signature manually validated with the signature forms?

Acad Common Market?

YES → **Email Academic Common Mkt Coordinator** → Go To P3 F

NO

From P3 J

Athlete?

YES → **Scan Form** → **Email CAAS Dir & Attach Form** / **PDF Request** → Go To 3 K

Hand Off

NO

From P3 L

Review Form → **Update Banner**

Catalog Error?

YES → **Email Originator**

NO

File In Notebook → **End**

P1 P2

P4 P5

P6 P7

P8 P10

P11 P12 P13

From P1 A   From P1 B   From P1 E

From P1 H   From P3 F   From P3 M

Academic Program Maintenance – 'AS IS'

Curriculum Coordinator

From P2 F

Review Student Information

Program Eligible?

YES → Email Registrar

From P1 I

Go To P2 J

NO → Email Student To Proceed

Go To P1 G

Validates if Change is Eligible for Comm Mkt

P4

Center Athletic Academic Services Director

From P2 K

Review Request for Approval

Approved?

YES → Hand Deliver / PDF Request / Hand Off

Go To P3 L

NO → Contact Student

Go To P2 M

P1 **P2** **P5** **P9** **P11**
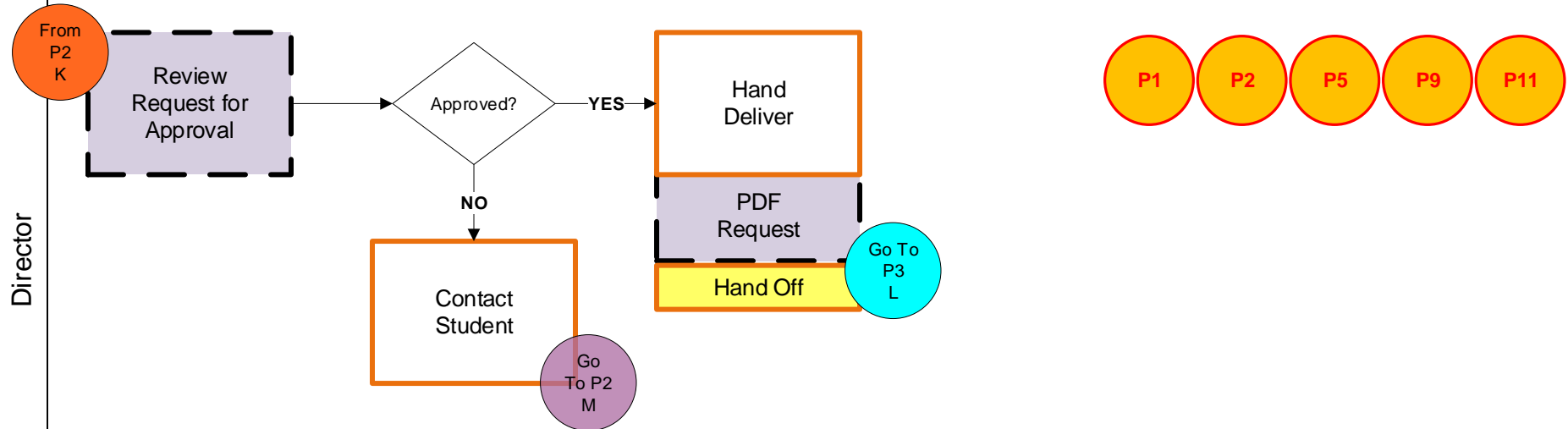
Pains & Issues:

Please Read First: The issues and pain points identified during the As Is Process Mapping workshop and the Analysis workshop are noted below. The Issue is numbered and its Root Cause Analysis is in red text, preceded by RCA prefix.

1. Process is paper form.
RCA: There isn't an electronic submission process.

2. There isn't a tracking system to determine status of process.
RCA: Paper manual process.

3. Lack of communication to student's former advisor.
RCA: Former advisors is not part of the process.

4. Time spent creating manual email communications.
RCA: There isn't an electronic system.

5. Several handoffs during the process.
RCA: Paper forms are routed for approvals. There are three.

6. Do not have the ability to validate authorized signatures.
RCA: Paper process.

7. Time and effort spent scanning and printing documents.
RCA: Complainant does not follow-up.

8. File and maintain paper forms in a notebook.
RCA: Maintain for easy access. Registrar's office only process documents for campus document storage system at end of term.

9. New Advisors is not assigned in Banner.
RCA: Banner is not being updated.

10. Faxing/sending/receiving forms.
RCA: There isn't an electronic system.

11. Forms are incomplete and information on forms are not validate by reviewing student's information in Banner (admitted, correct term).
RCA: Student records are not being validated upon submission by originators.

12. Lack of communication between departments, students and originators when process has been denied or approved.
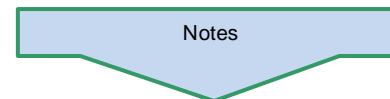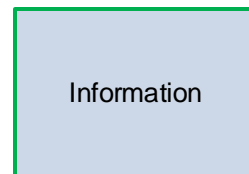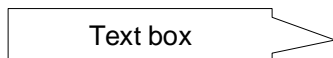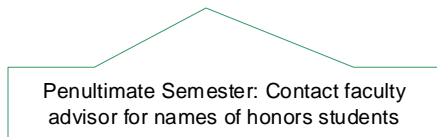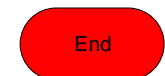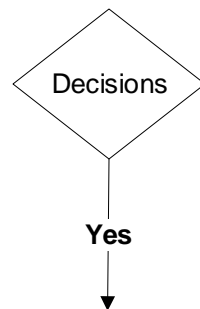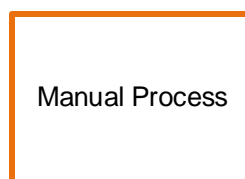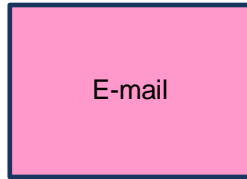RCA: Has not been a defined process.

13. Lack of clear instructions for the student where to begin.
RCA: Unclear if they should start with their current advisor or the new advisor if changing major.

Analysis of the 'AS IS' process

1. Are all roles essential? Yes

2. What is the number of hand-offs? Three

3. Are any steps automated? No

4. What steps can be eliminated or automated? Entire process

5. What tasks consume the greatest amount of time? Validations, emails, scanning

6. Does each task add value? Yes

7. What steps should be added? Updating the new advisor assignment and ending current advisor in Banner

8. Iterations (how many times is process repeated in a timeframe)? Daily

9. Percentage of errors (forms returned, corrected, contacted person for corrections, etc.) 10%

10. % FTE and/or estimate time takes for each key role in the process. Registrar Three FTE 40%

11. Metrics – identify measurable outcomes What do we expect to save (time, manual steps, paper, unnecessary reviews & approvals). Average 16,000 forms yearly Advisor/Athletic + Registrar = 50 min * 16,000 = 13,333 hours + 12.5 hours for ACM = total 13,345 staff hours

Advisor/Athletic - 30 minutes
Registrar (16,000) – 20 minutes
Curriculum Coordinator for Academic Common Market – 15 minutes * 50 forms = 12.5 hours

Legends

START

E-mail

Banner Student & Fin Aid

Manual Process

Academic Program Maintenance Form

Rpts

Decisions — **NO** →

Yes

Hand Offs

Pains

End

Connectors

From Pg1 C

Go To Pg1 F

Penultimate Semester: Contact faculty advisor for names of honors students

Information

Notes

Text box
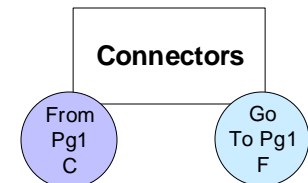
Note: On revisions some departments do not send form back to faculty for signature