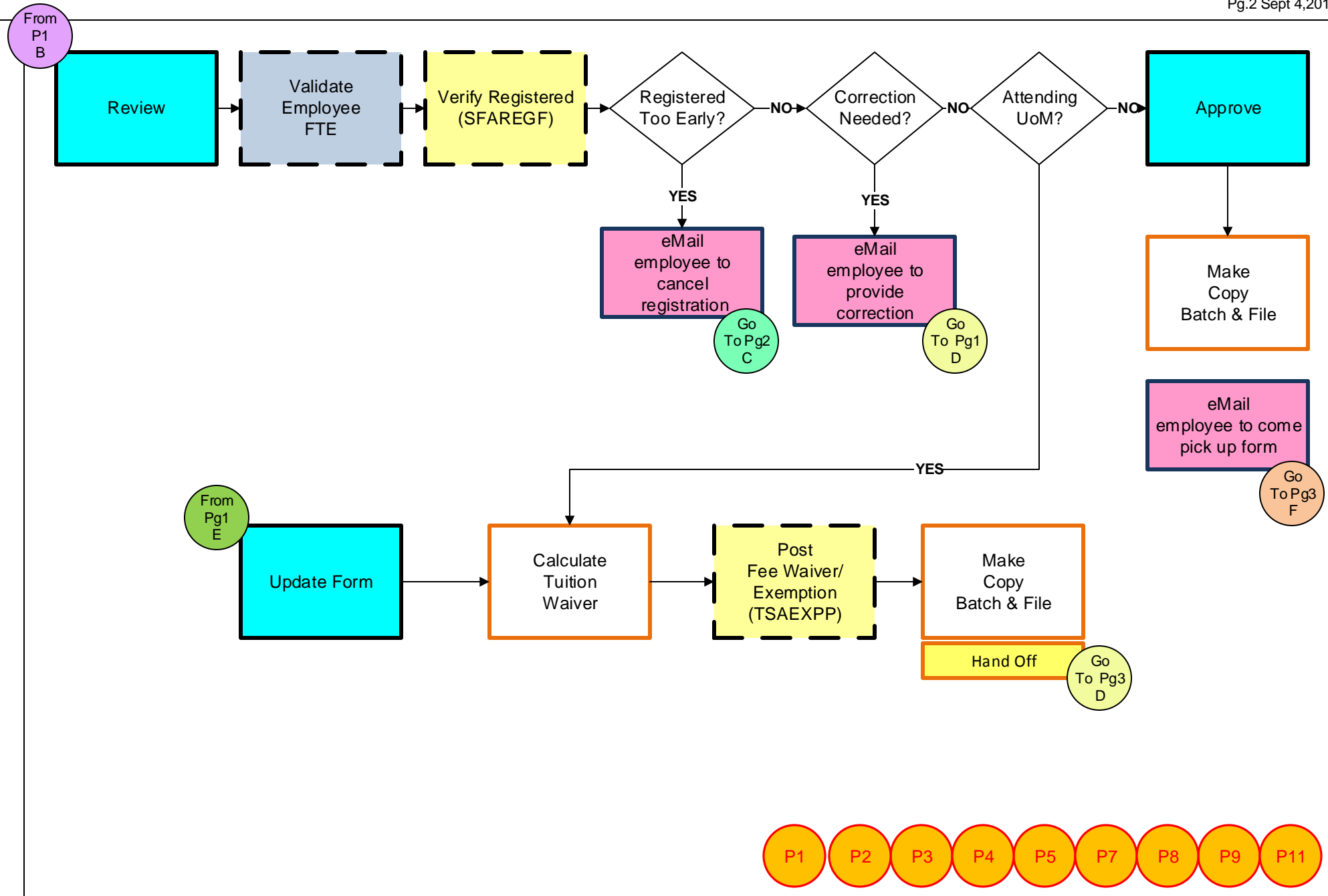
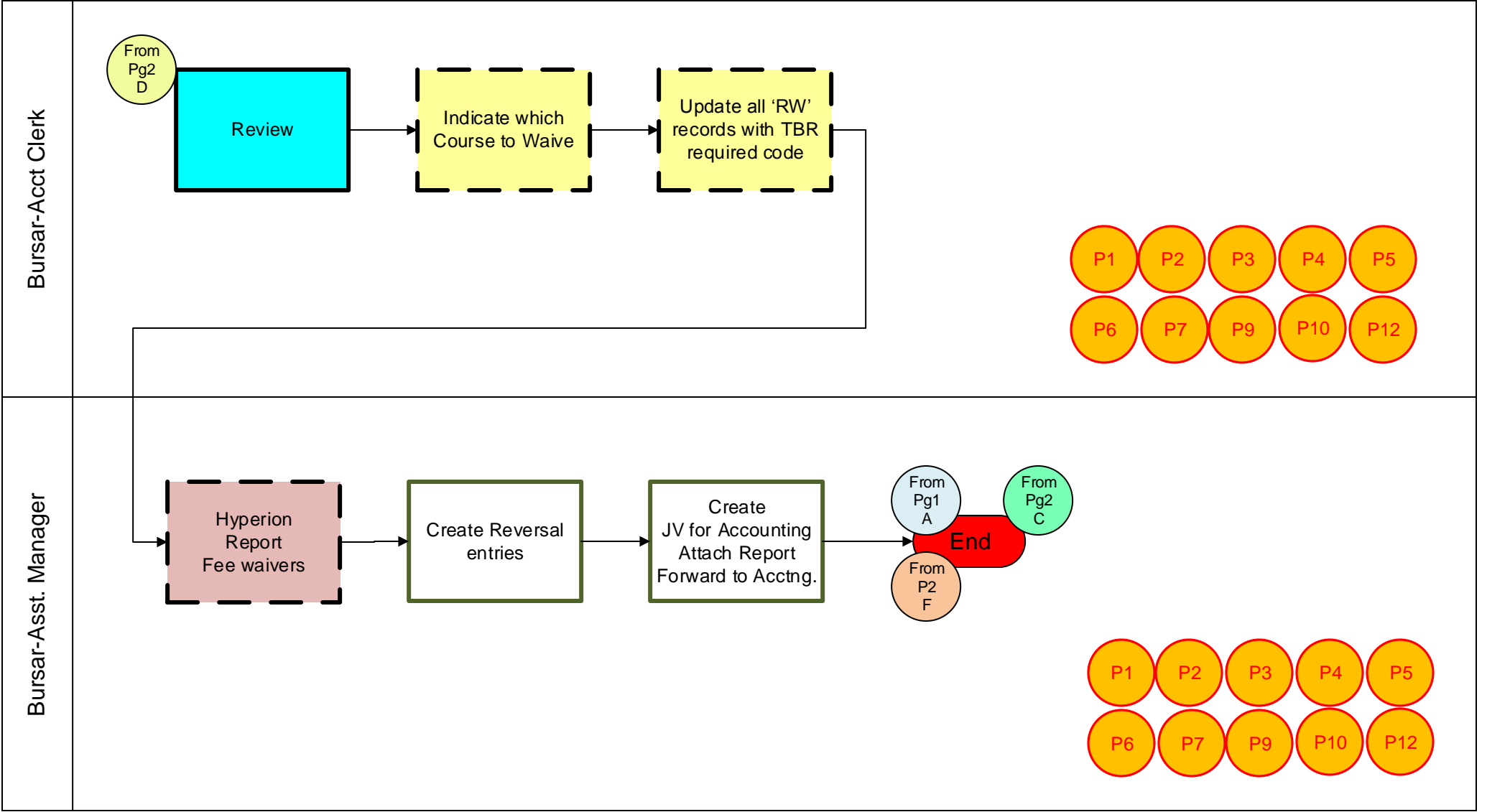


Benefits





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

RCA: No electronic form or electronic signature process

2. Employee does not register for classes prior to submitting the form for approval

RCA: They do not follow the guidelines, slowing down the process

3. Paper forms lost, therefore process has to start from the beginning

RCA: There isn't tracking process in place for departments to know the last office that had possession

4. Staff Scholarships, if used along with a PC191, should be submitted secondary per TBR policy. PC191 covers fees that Staff Scholarship does not

RCA: Employees do not know or understand the rules

5. Course on PC191 does not match course registration. If employee has registered for multiple courses, then Bursar determines the course to be waived. Benefit office contacts the employee and ask them to email clarifying the reason for the difference.

RCA: When employee registers within the allocated timeframe(4 weeks prior to first day of class) the original course requested may not be available, so they make substitutions

6. Revenue reversal process for TAFF, facilities, online course fees, and provide report to the departments

RCA: There aren't specific banner codes to easily charge these items, so it is a manual process to track, summarize and create JV

7. Out-of-state fee charges are identified after original process and posting of the waiver. Fee assessment is based on residence codes. All employees are exempt from out of state rates. Extra charges may show up on student account

RCA: Residence code is not identified when form is received in Benefits office

8. Obtaining several approval signatures

RCA: Not all signatures deemed necessary, some are just a 'stamp of approval'.

9. Several handoff actions

RCA: Paper process

10. Bursar handles each form individually to update the record code to comply with TBR reporting requirements

RCA: There isn't a technical solution identified

11. Manual calculation of waivers using paper fee assessment document with tuition codes. Because fee assessments are not processed systematically until a later date

RCA: TBR has not approved fall fees at time waivers are processed

12. EVEA residence verification

RCA: State law requirement

Analysis of the 'AS IS' process

1. Are all roles essential? **No – could eliminate the Chair if they are not taking a day class and Dean/AVP/Designee signatures**
2. What is the number of hand-offs? **4**
3. Are any steps automated? **No**
4. Iterations (how many times is process repeated in a timeframe)? **Three times a year, fall, spring, summer**
5. What tasks consume the greatest amount of time? **Manual calculation fees, updating the record code, creating the reversal entries**
6. Does the task add value? **The Dean /AVP signature does not add value**
7. What steps can be eliminated or automated? **Create electronic forms to collect signatures. Find an IT solution to systematically convert the RW codes to meet TBR reporting requirements**
8. What steps should be added? **None**
9. Percentage of errors (forms returned, corrected, contacted person for corrections, etc.) **20 %**

Legends

