

ADMINISTRATIVE PROCESS IMPROVEMENT PROJECT

Intent to Graduate

The following document was reviewed and approved by the Project Team during a meeting held April 4, 2012.

“TO BE” PROCESS ENABLERS

This document contains the key assumptions that are critical to enable the “To Be” process to become a reality. The prime focus of this project is streamline Students Intent to Graduate process across colleges.

Context for these Enablers

“The University of Memphis will utilize the ARRA time period to implement process and service efficiencies across the whole institution that will continue to benefit the University after that time period. The outcomes of the process and service improvements will significantly advance the University’s strategic goals and objectives. In addition to the specific immediate outcomes, the process itself should foster a culture of enhanced institutional flexibility and adaptability, so that the University of Memphis can better anticipate and more rapidly respond to changes in the external environment on an on-going basis, whether those changes are in customers’ needs, competitors’ actions, economic fluctuations, or development opportunities.”

POLICY AND PROCEDURE ASSUMPTIONS

1. In the spirit of achieving **Service Excellence** (a published University Strategic Goal), we will strive to make the administrative processes as simple as possible, while adhering to best practices, policy and regulatory requirements.
2. All participants in this process, across the institution, will adhere to the relevant policies and to the agreed process steps, including published deadlines.
3. Participants in the process will respect the process and will trust it. Roles will be defined and people will follow the processes assigned to their role.
4. Incorrect or incomplete forms will be returned to the originator for prompt correction and resubmission. At all levels of management, managers will support these policies and will foster a culture of service excellence by their staff, both internally (between units) and to outside constituents.
5. The University will inform all students to ensure their academic, demographic and contact details are always updated in the U of M system of record, starting with their first semester and continuing to their graduation date.
6. Students and Advisors will become familiar with, and adhere to, policies regarding the Intent to Graduate process and follow proper chain of command to resolve issues.
7. It is the obligation of all graduation analysts and advisors to receive appropriate training to use and understand resources.

8. For the success of the graduation process, students, advisors, graduation analysts, admissions counselors, and the UMdegree director must exercise vigilance to ensure accuracy of transcript and UMdegree information.
9. The University will assess the improvements in any process at regular intervals to identify opportunities to further refine and improve the process, identify policy changes and continue the process improvement.

TECHNOLOGY ASSUMPTIONS

1. The process will be supported by using available technologies that include online form entry, document scanning, workflow based approvals that will help reduce errors through system controls, links to other systems and ease of use. The new paradigm is one that emphasizes electronic content/data over paper.
2. Participants in the process will make optimal use of software to reduce the creation of paper based processes and will make every effort (including training) to exploit the functionality of the software.