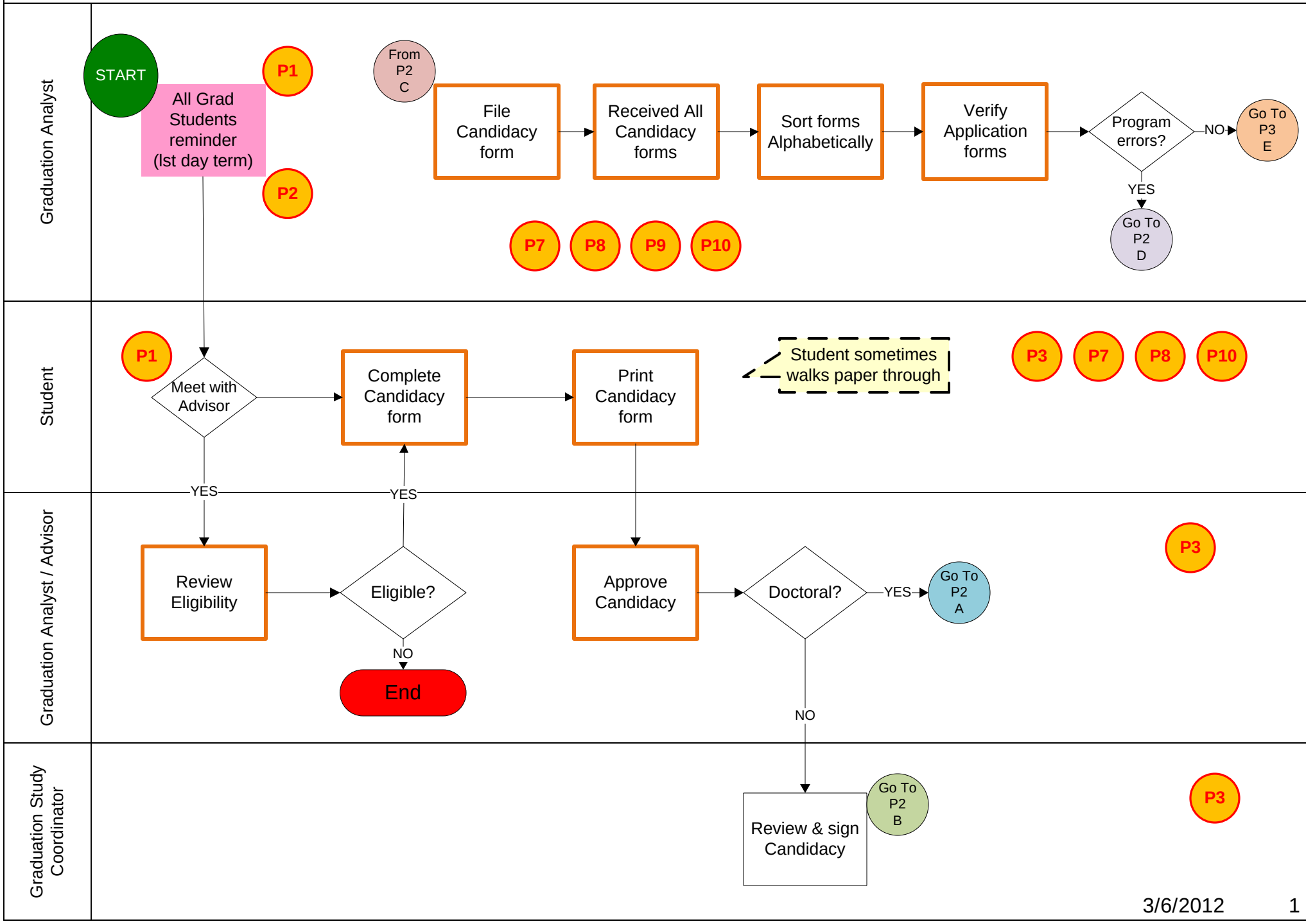
Intent to Graduate – Graduate Level – “AS IS”



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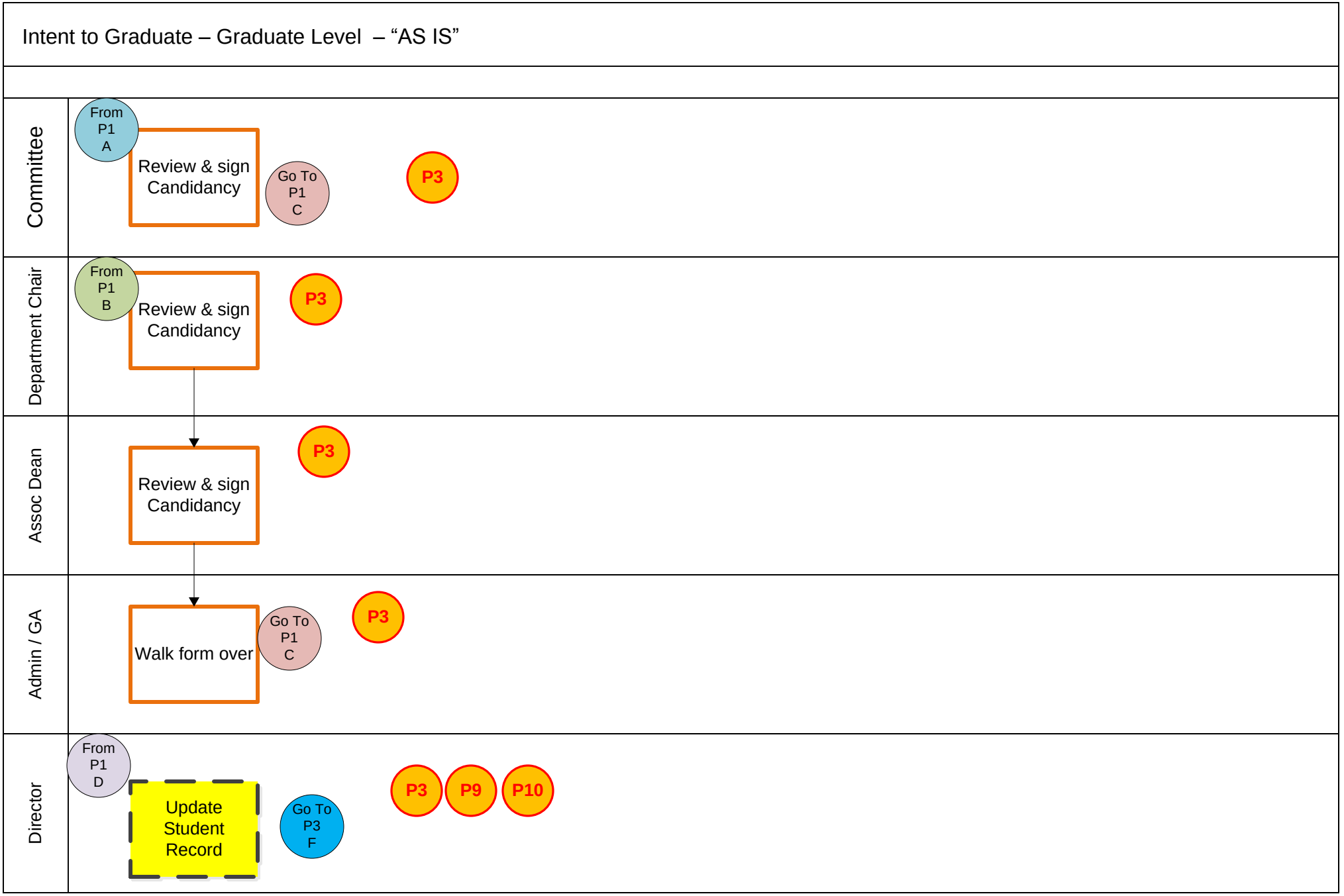

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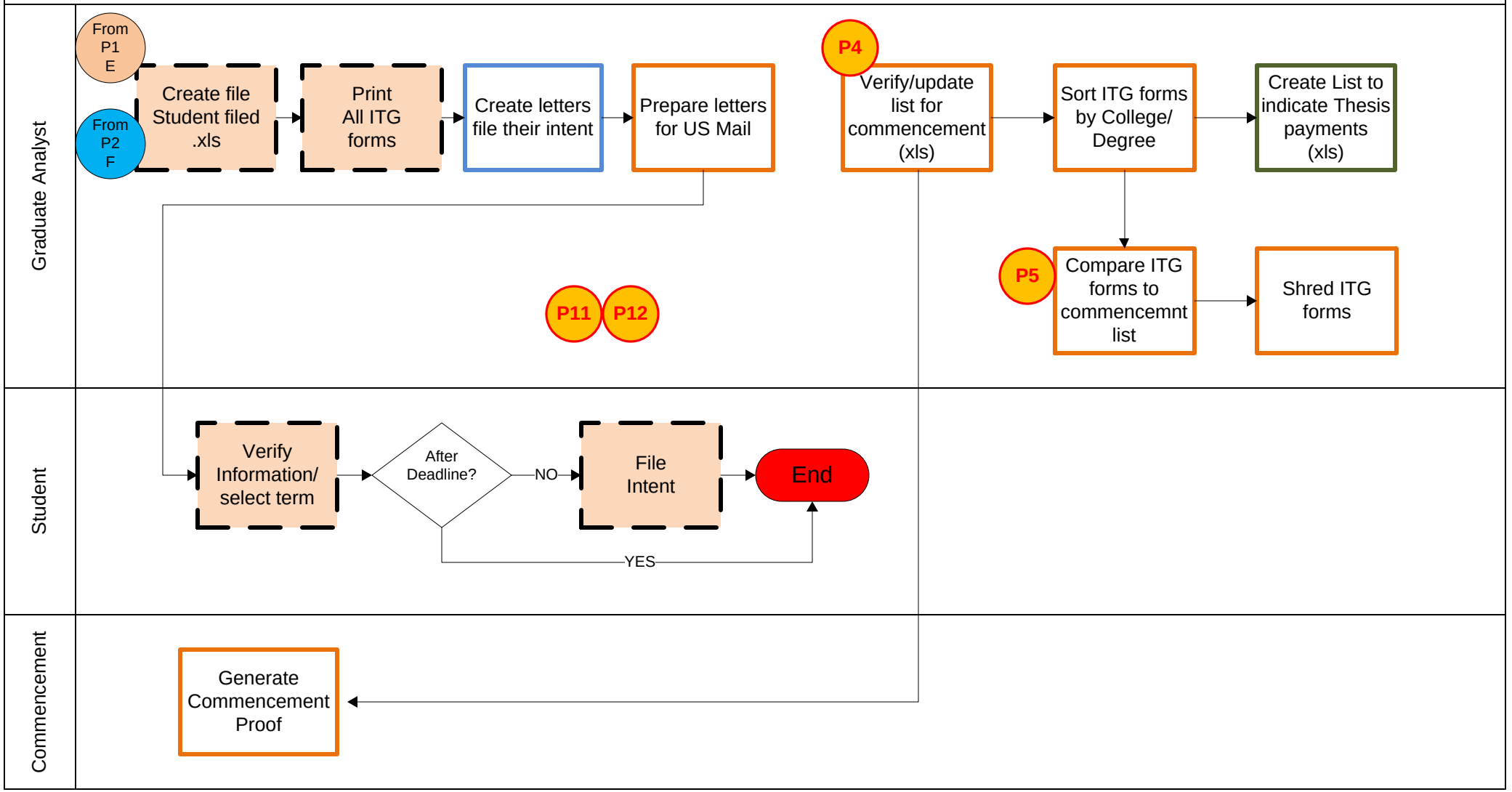


Pains & Issues:

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. E-mailing creation couple times each semester to all Graduates, includes degree and non-degree seeking.
RCA: Hobson's isn't used for grad students, license issue. Data is not selected from Banner for those eligible

2. Several handoffs for signatures on candidacy form
RCA: Forms are paper, paper is passed around to collect 5 signatures

3. Adding prior degrees to the commencement excel list (not validated)
RCA: Report does not exist providing this information, information is available in Banner

4. Maintain excel list of dissertation titles in order to make corrections to commencement list
RCA: Dissertation titles are required at time student files intent. Final titles aren't officially due until month before commencement

5. Difficulty in manual process to validate students for eligibility/checkout/certification
RCA: There aren't any Hyperion reports for graduate office

6. Students don't know about deadlines, ITG, or candidacy form
RCA: Students do not read e-mail communications

7. Students not completing the Intent Form by pressing submit
RCA: Students do not read instructions, form may be too cumbersome

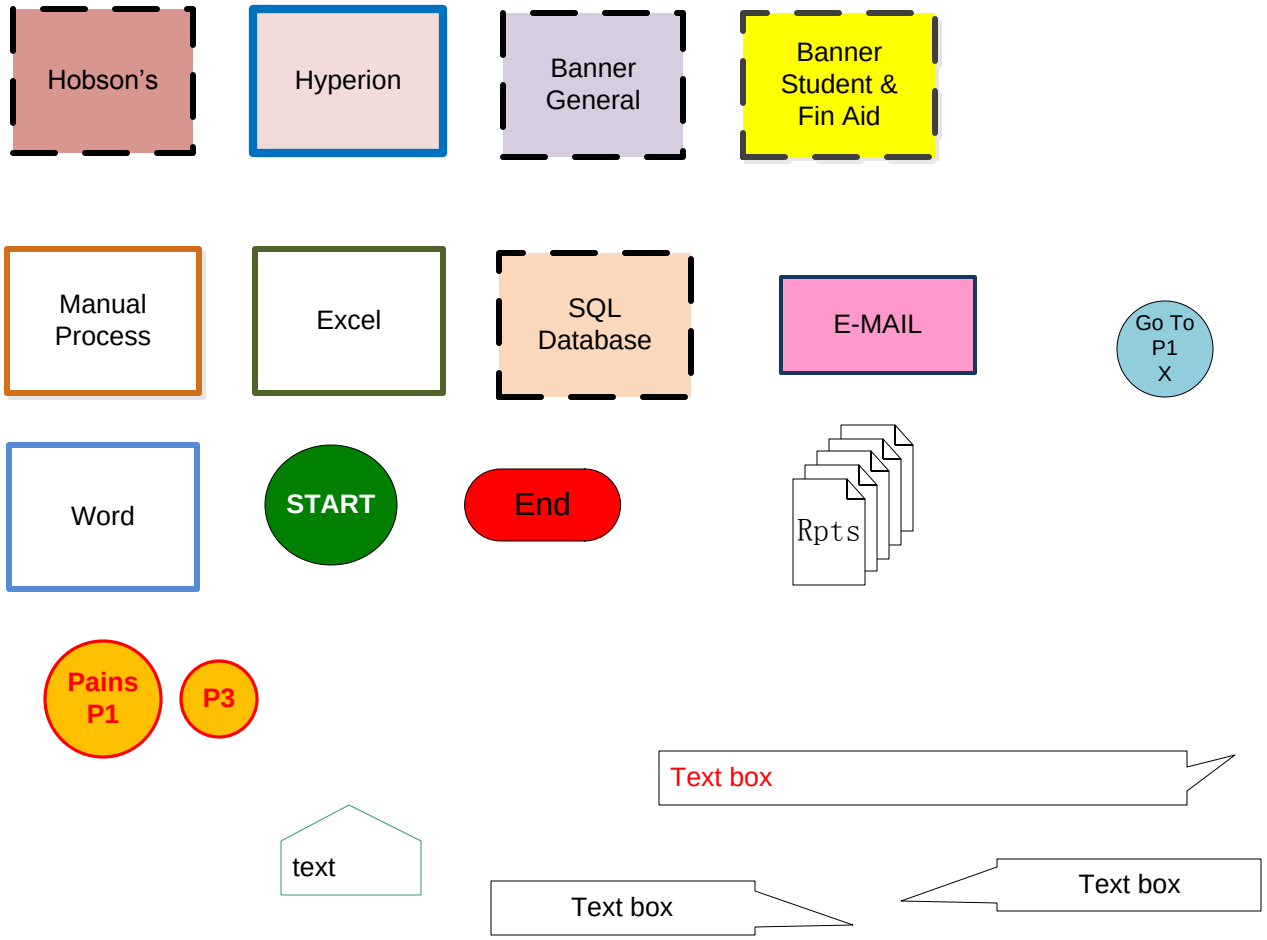
8. Concentrations missing from Banner, May not have a concentration identified until after admission
RCA: Students do not provide this information at time of admitting. Departments do not notify Director of Graduate Student Services to update Banner

9. Transfer credit missing from Banner
RCA: Students do not file their transfer credit by timeline requested by graduate office

10. Printing ITG forms, sort for review, then shred
RCA: Graduate office preference; issues colleges/schools for graduates are not defined in ITG database

11. There aren't any available reports providing commencement list – students aren't coded in timely manner to get list
RCA: Hyperion report has not been developed to provide this information

12. Deadlines conflict with other campus critical deadlines causing increased workloads in Departments
RCA: Other processes have same deadlines during the time verifying eligibility of students who have filed (ex: GA contracts, Financial Aid and Athletic verification)


Hobson's
Hyperion
Banner General
Banner Student & Fin Aid
Manual Process
Excel
SQL Database
E-MAIL
Go To P1 X
Word
START
End
Rpts
Pains P1
P3
Text box
text
Text box
Text box