6 Sigma Project Charter

Date: September 27, 2010
Project Name: ICC Application Process
Deployment Champion: Vicky Stewart
Project Sponsor: Guy Goodman
Black/Green Belt: Jennifer Roberts
Process Owner: Emily Points
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Team Members

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
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<tbody>
<tr>
<td>Emily Points, Director of Enrollment Services</td>
<td>Molly Bragg, Student Worker</td>
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<tr>
<td>Amanda Penning, Admissions Representative</td>
<td>Philip Booker, Programmer II</td>
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<tr>
<td>Trenna Jackson, Assistant A&amp;R Processing</td>
<td>Kay Sutton, Associate Dean</td>
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Opportunity (Purpose or Primary Reason for Project):

1. The processor must verify and update certain PeopleSoft panels for online and paper applications because the information does not populate from the customized application area.
2. The search match process only checks the social security number for online applications.
3. There are two different ways to process paper applications: PeopleSoft delivered and ICC custom. There is no consistency in which method is selected.
4. There are a significant number of special application processes. The purpose is to determine how many students are affected in the special application process.
5. Need to determine how many students want to register after submitting the online application and before the application is completed processing. In other words, the student wants to enroll immediately before the application is finalized (real time).

Business Case (Budget Information):

1. Determine the time it takes to process online and paper applications to calculate any potential staff time and dollar savings if the process is improved.
2. Need to determine how many duplicate student ids are created and why.
3. Which way is better to process paper applications? The PeopleSoft delivered or ICC custom way.
4. Need to review student satisfaction for the application process.

The application process show the following data for receiving paper and online applications:

<table>
<thead>
<tr>
<th>Term</th>
<th>Paper or Mail Apps</th>
<th>Online Apps</th>
<th>Total Records</th>
<th>% Paper</th>
<th>% Online</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2009</td>
<td>3,441</td>
<td>2,565</td>
<td>6,006</td>
<td>57.29%</td>
<td>42.71%</td>
</tr>
<tr>
<td>Fall 2010</td>
<td>3,063</td>
<td>2,555</td>
<td>5,618</td>
<td>54.52%</td>
<td>45.48%</td>
</tr>
</tbody>
</table>

- Data as of 09.23.10 (duplicated counts).
- Students who completed both on online an paper application: Fall 09 = 1 Student and Fall 10 = 3 Students

A processor tracked time for 28 ICC applications (21 online and 7 paper applications) from receiving the application to updating data in PeopleSoft. The average time for an online application to be processed was 2 minutes and paper applications took 5 minutes.

The total duplicate student ids (also known as Z,Z records) created and found in PeopleSoft from January 2007 to September 2010 is 1,815. The data by year totals are: 346 for 2007, 637 for 2008, 494 for 2009 and 338 for 2010. October 2010 to December 2010 data will need to be collected.
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Goal (Expected Outcomes, Deliverables, and/or Results):

1. Reduce staff time needed to process online and paper ICC applications.
2. Reduce the number of duplicate student ids.
3. Consider all of the special application process.
4. Increase the student satisfaction for the ICC application process.

Scope (Constraints, Boundaries, and/or Key Risks):

- The project will address the ICC application process. PDI and other special application processes will be excluded for direct improvement. The team will identify how many special application processes exist and how many students are affected.

Timeline (Define, Measure, Analyze, Improve, and Control):

- 3 Months = October, November and December 2010: Define/Measure Phase
- 1 Month = January 2011: Analyze Phase
- 1 Month = February 2011: Improve Phase

Primary Measures:

1. Calculating the staff time required to process ICC online and paper applications.
2. How much time elapsed from when a student submitted ICC online application and when they were able to register?
3. How many duplicated ids are created?
4. How many applications were considered a defect? In other words, how many applications were missing information and needed a letter mailed and possibly a negative service indicator placed on the student account.

Other (Additional Resources Needed, Critical Considerations, and/or Initial Concerns):

- The college wide e-mail policy has been approved by the ICC board of trustees in July 2010. Would it be wise to change how the confirmation letter, testing, advisement, and other financial aid information are sent for online and paper applications? Currently, the confirmation letter and other documents are mailed by document services after receiving the information from enrollment services.
- Starting September 27th, the enterprise area for ICC started implementing Document Imaging with consultants on site. This imagining software gives the enrollment service area the capability of electronically storing applications, residency documentation, transcripts, testing scores, change of address forms, SSN cards, enrollment cards and more. The current application process will change since the application will be scanned into the new document imaging system. The application will need to be linked to the student id once it exists in PeopleSoft.
- ICC is currently using version 8.9 PeopleSoft for Campus Solutions. ICC is planning on upgrading to PeopleSoft version 9.0 possibly in December 2011. In version 9.0, the online application process changes dramatically. The newer version provides colleges the framework for the application and allows each college to build their own web appearance. This offers ICC more flexibility in the updating the standard application as well as being beneficial to the special application processes. Potentially ICC could provide multiple applications to meet the needs of different application groups.

Supporting Data & Process Map(s):

- Process map updated on October 26, 2010.