6 Sigma Project Charter

Date: June 14, 2012

Project Name: Application Process for Honors Program

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Opportunity (Purpose or Primary Reason for Project):

The current process is broken. This year students applying for the Honors Program had to submit multiple transcripts to the college. Additionally, transcripts for dual credit had to be physically printed out to complete the application process. Reference letters often were generated by people who did not have the experience to judge whether a student was capable of college honors work. FAFSA applications were required even though the honors program is not “needs based” and the FAFSA form was submitted long after the student would ever be eligible for state or federal aid. Students cannot currently apply online.

Business Case (Budget Information):

The “pain” in this process revolves primarily around our customers. Guidance counselors are being asked by students to send multiple copies of high school transcripts to the College. While ICC does not incur a direct cost from this redundancy, we do lose brand equity with Guidance Counselors who form negative opinions of our capabilities. (Other schools don’t require multiple transcripts.) The Honors Coordinator currently is keeping paper files of students in her office with social security and other protected information in not highly secured files. She does not need to have paper files but does need to have quick access to transcripts and other student information. Students who have dual credit or other ICC college credit work have to request a paper transcript to apply.

Goal (Expected Outcomes, Deliverables, and/or Results):

1. Eliminate the need for multiple transcripts from high schools.
2. Eliminate the need for internal printing of college transcripts.
3. Resolve whether FAFSA is necessary and if it becomes unnecessary after a certain date.
4. Create greater efficiency in the application process.
5. Improve the reference selection process.
6. Eliminate the security threat for paper files.
7. Provide an online option for application.

Scope (Constraints, Boundaries, and/or Key Risks): This project deals ONLY with the Honors Program application program and not other tuition waiver programs.

Timeline (Define, Measure, Analyze, Improve, and Control): We would like to be to the implementation stage before College Night, so we’d like to have improvements by October 1, 2012. The timeline will depend on when approval is received.
Primary Measures:

1. Number of transcripts required for students to apply to ICC AND Honors program.
2. Number of online applications versus paper applications.
3. Number of repeat college transcript requests.

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

Supporting Data & Process Map(s):