**Green Belt 6 Sigma Project Charter**

**Date:** March 19, 2007  
**Project Name:** Course Quality Approval Process  
**Executive Deployment Champion:** Dr. Vicky Stewart  
**Project Sponsor:** Janice Kinsinger  
**Process Owner:** Patrice Hess  
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<th>Janice Kinsinger</th>
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<td>Patrice Hess</td>
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**Opportunity (Purpose or Primary Reason for Project):** The current process for approving a course for “quality” certification is lengthy and limited to WWW and supplementary teaching modes; the opportunity is to reduce the time to certify a course and expand certification to multiple modes of instruction.

**Business Case (Budget Information):** As the name implies, this is an academic, quality project that provides mostly level 3 benefits for students and faculty, as measured by SSI and CCSSE survey tools (next planned for administration in 2008). Level 2 benefits may be measured by the team in the form of increased efficiency in approving courses for a “quality seal.” There are no level 1 cost savings in this project.

**Goal (Expected Outcomes, Deliverables, and/or Results):** Cut certification process time by 50% and add 30 more courses to the quality program by fall 2008—this is the project’s goal.

**Scope (Constraints, Boundaries, and/or Key Risks):** This project is voluntary for all faculty, but some may perceive a conflict with the college’s collective bargaining agreement in that faculty may feel pressured to participate or feel that the evaluation team assigned to designating a seal of quality may exercise too much authority.

**Timeline (Define, Measure, Analyze, Improve, and Control):** February through July 2007.
Primary Measures:
1. Number of current quality courses and courses in the queue
   - 34 courses have been reviewed and recognized as quality online courses through the current process
   - 5 courses are pending completion using the current process. All five courses are awaiting review by the Dean/Associate Dean or revision of course design elements by the instructor.
   - 8 courses have been given the option of being completed in the current process or the next process. These courses had very preliminary reviews when the faculty member first requested the review. The review process would have to be restarted with these courses.
   - 10 courses were referred to the new process. No review has been started for these courses.
2. Total number of courses that could receive a designation (sigma level calculation possibility)
   - There are 138 online courses with unique instructors (quality recognition is unique to the course and the instructor) offered in the spring 2007 schedule. This number will fluctuate as online courses and sections are added to and removed from the schedule. This number should not change significantly.
   - 24 or 5.75% of the spring 2007 www courses are currently being recognized by the quality seal
3. Process cycle time (duration) for certification
   - The longest wait time for quality review without significant modifications to the course before quality recognition was awarded has been 1 year
   - There are courses still in revision, which have not been quality approved in nearly two years. These courses needed significant revisions to the course content and structure to be considered quality online courses by ICC’s current guidelines.

Other (Additional Resources Needed, Critical Considerations, and/or Initial Concerns): Many students access non-standardized and anonymous websites for evaluating faculty and their courses. These unofficial assessments do affect students’ enrollment choices. This project provides ICC with a program for reviewing, recognizing and publicizing quality courses as endorsed by college standards.