6 Sigma Project Charter

Date: March 1, 2005
Project Name: Initial Student Advisement
Deployment Champion: Dr. Vicky Stewart
Project Sponsor: Dr. Joh Avendano
Process Owner: Pam Wilfinger
Black/Green Belt: Kip Strasma

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<thead>
<tr>
<th>Dr. John Avendano</th>
<th>Emily Points</th>
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<tr>
<td>Guy Goodman</td>
<td>Bob Bloompott</td>
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<td>Kip Strasma</td>
<td>Jill Wright</td>
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<td>Ken Williams</td>
<td>Pam Wilfinger</td>
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Opportunity (Purpose or Primary Reason for Project): The opportunity in this project is to address student pain by providing timely access to accurate advisement information for degree planning and access to academic advisement. Level two benefits can be realized by redeploying academic services and/or introducing new models for academic advisement.

Business Case (Budget Information): Academic advisement is a key process supporting student satisfaction at Illinois Central College; it is directly linked to a smooth transfer to four-year college/university and/or workforce. Currently, the academic advisement process is labor-intensive. Level one benefits can be realized by redeploying a PeopleSoft academic advisement software and reducing costly defects.

Goal (Expected Outcomes, Deliverables, and/or Results): The principle goal for this project is to increase student satisfaction (CCSSE & SSI) with academic advisement/planning. As a multi-phase project, secondary goals include increases in satisfactory academic progress, retention, persistence, successful degree audit, and degree completion measurements.

Output: Y = Timely access to academic advisement information
Process: Initial advisement encounter
Inputs: X = Orientation, PeopleSoft Academic, Advising tool, Advising meeting

Scope (Constraints, Boundaries, and/or Key Risks): Starting point: Initial advising encounter at Illinois Central College
Ending point: Student Academic Progress Plan
In scope: Full-time students seeking to satisfy general education requirements for transfer or degree.
Out of scope: All other students seeking to satisfy a specific type of degree or program and who are not full-time.

Timeline (Define, Measure, Analyze, Improve, and Control): The targeted project completion date is September 2005, with the following gate reviews planned.

Define: June 23, Measure: August 1, Analyze: August 1, Improve September 15
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**Other (Additional Resources Needed, Critical Considerations, and/or Initial Concerns):**