6 Sigma Project Charter

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Project Name: Peoria Promise

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Opportunity (Purpose or Primary Reason for Project):

- The Peoria Promise organization requests information that ICC’s current PeopleSoft set-up and processes don’t track (see Reporting Requirements Chart), creating the need for a separate data source for Peoria Promise students. The separate database creates the following problems:
  - Manual data entry and upkeep
  - Data inaccuracies and inconsistencies as a result of 2 data sources (when data is updated or changed in PeopleSoft, which is the College’s source data, it does not automatically update in the separate data system)
- Process rules and requirements are frequently changing, which makes it difficult to maintain consistent data from year to year and further complicates the ability to track information in PeopleSoft
- Peoria Promise payment rules such as eligible percentages, estimation of MAP payments, and maximum hours requires additional staff time, affecting ICC Departments, Peoria Promise Foundation and student recipients.
- Manual data entry and upkeep for student tracking and staff time required to verify eligibility and process payments for student accounts requires an estimated 1-1.25 FTEs at the College. (See attached chart)
- The current process does not provide student contact data to the Peoria Promise Foundation.

Business Case (Budget Information):

- Maintenance of additional data source uses staff time in multiple departments for both student tracking and to maintain data accuracy in reporting.
- Changing requirements for our Peoria Promise partners creates a ‘fire-fighting’ approach to addressing the requests or issues and may take large amounts of time. In addition, the solutions may create unintended consequences to other processes.
- Failure to report accurate information puts the Peoria Promise Foundation and ICC at risk.
- The Peoria Promise Foundation needs to provide information to donors.

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

- Identify processing and reporting goals/timelines for eligibility that meet the needs of Peoria Promise and ICC.
- Simplify the criteria and policies as possible and appropriate.
- Re-design the process for efficiencies and data accuracy.
- Establish a review process (for example, annual or bi-annual) to engage the appropriate stakeholders and identify changes and improvements that work for both ICC and Peoria Promise.
- Communicate the re-designed process to all stakeholders (internal and external).
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Scope (Constraints, Boundaries, and/or Key Risks):
The team will consider the process with respect to the identification, tracking, and reporting of Peoria Promise student eligibility. The team’s work will be complemented by the ‘Student Billing’ team, which is looking at the items included on the bill and working to increase student understanding and satisfaction with the bill. That piece will be out of scope for this team. This process is bound by FERPA regulations.

Timeline (Define, Measure, Analyze, Improve, and Control):
- The current process uses the Online Scholarship Application for the initial screening of potential Peoria Promise students. The online application opens Jan 15th and closes April 1st for a fall term. Any changes that would affect the ‘application’ piece of the process would need to be in place by then.
- Some of the Define work has been done, Define/Measure may take 1-2 months, and Analyze/Improve will take another 2 months.

Primary Measures:
- FTEs needed to complete the process
- Tuition assistance provided by Peoria Promise to ICC students
- Satisfaction of Peoria Promise organization and donors with the process

Other (Additional Resources Needed, Critical Considerations, and/or Initial Concerns):
- Peoria Promise generates on average $386,000 in annual scholarships, which provides tuition assistance to approximately 280 (unduplicated) students each year.

Supporting Data & Process Map(s):
- Peoria Promise Process Map
- Staff time estimates by department
- Peoria Promise Rules and Requirements
- Peoria Promise Reporting Requirements