Date: March 1, 2006

Project Name: Enrollment Validation Process (Re-Enrollment)

Deployment Champions: Dr. Vicky Stewart

Project Sponsor: Bruce Budde

Process Owner: Beth McClain

Black Belt: Kip Strasma

Team Members:

<table>
<thead>
<tr>
<th>Scott Dunham</th>
<th>Beth McClain</th>
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<tr>
<td>Bruce Budde</td>
<td>Ed Babcock</td>
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<tr>
<td>Guy Goodman</td>
<td>Wilma Hjellum</td>
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Opportunity (Purpose or Primary Reason for Project): Improve the process of verifying student enrollments each academic term.

Business Case (Budget Information): Increase enrollments by reducing the number of hours lost by the current, purge/non-deposit process. [Example: In Fall of 2005, $690,800 in credit hours were purged, of which $292,994 was recovered during the re-enrollment period prior to the beginning of classes. As an annualized figure, a 20% improvement would represent an increase of $140,637 to the college.]

Goal (Expected Outcomes, Deliverables, and/or Results): Increase satisfaction among key stakeholders (department leaders, process owner, faculty, and students).

Scope (Constraints, Boundaries, and/or Key Risks): The process cycles three times each year with two key enrollment calendars for spring and summer/fall terms.

Timeline (Define, Measure, Analyze, Improve, and Control):
Define and Measure: March meeting (2 hours)
Analyze: March meeting (2 hours)
Improve: March/April meetings (8 hours)
Control: Pilot in summer 2006 term; end in December

Primary Measures: 2004 and 2005 PeopleSoft reports on "net" loss and "course" loss (operational definitions); Student Satisfaction Index; voicing data from students and stakeholders.

Other (Additional Resources Needed, Critical Considerations, and/or Initial Concerns):
- This project will unfold as a "lean" project, using define materials from an ICC process management team and measure materials from student accounting.
- Defects are defined as unverified enrollments via purge or collection processes.
- The project will begin with potential improvement concepts: online payment option, enrollment fee, varying ECH-load fee, priority deposit, and rolling purge; possible quick wins include eliminating Holiday shutdown period during peak enrollment, standardizing purge dates, and offering more 12-/8-week courses for late enrollees.