6 Sigma Project Charter

Date: March 24, 2011 (Updated Scope May 10, 2011)

Project Name: Special Application/Registration Processes

Deployment Champion: Dr. Vicky Stewart
Charter Authors: Pat Schmillen

Project Sponsor: Guy Goodman
Process Owner: Emily Points

Black Belt: Jennifer Roberts
FREP: Aimee Cook

Sharon Gilbert, Dual Credit Coordinator
Wendee Guth, Health Careers

Kay Sutton, GED
Corey Lyons, Technology Services

Margaret Swanson, Assoc. VP of Academic Affairs
Heather McCord, Student Accounting Manager

Emily Points, Director of Enrollment Services

Opportunity (Purpose or Primary Reason for Project):
- ICC has several application processes that are handled manually because of special program/student needs (GED, Dual Credit, MCON, etc.)
- These processes involve about 2000 students per year, or approximately 20% of applications
- Manual processes are created to meet specific needs of students that can’t be met with the standard application process

Business Case (Budget Information):
- Manual processing for these programs is estimated at 394 hrs per year (26 hrs for staff visits/trips to sites to support manual application/registration, 10 minimum each to manually process 2000 students; 10 min for follow-up on 10% of students)
- Additional staff cost estimated at $5500 per year
- Identification of student needs may present opportunities for increased student satisfaction

Goal (Expected Outcomes, Deliverables, and/or Results):
- Determine needs of special groups and why needs can’t be meet with standard process
- Determine if needs can be met with standard process or re-design special processes to better meet needs and reduce ICC staff time required

Scope (Constraints, Boundaries, and/or Key Risks):
- Includes all programs/students who can’t apply/register through the standard processes
- The team will understand how information is collected and goes into PeopleSoft for billing. Billing rates is out of scope.

Timeline (Define, Measure, Analyze, Improve, and Control):
Application and enrollments are already underway for the Fall semester. The team can identify changes to pilot for Spring 2012 (process occurs in Fall), with full implementation for Fall 2012 (process occurs in Spring)

Primary Measures:
- Number of students who are manually processed through application/registration (currently estimated at 2000 per year)

Other (Additional Resources Needed, Critical Considerations, and/or Initial Concerns):
The special processes exist because these groups had needs that could not be met by our current standard process. The team needs to make sure we identify customer needs and continue to meet them. Although ICC has a presence in most of the district high schools, there is growth potential with respect to the number of classes and students. However, a major obstacle is a lack of qualified instructors. Although that is not in scope for this project, if ICC can address and solve that issue, it will be important to have an efficient process in place to handle program growth.

Upgrades in PS provide opportunity for separate applications that will better meet needs of special groups.

Supporting Data & Process Map(s):
Methodist College of Nursing Map and Dual Credit Map