6 Sigma Project Charter

Date: September 2011
Project Name: Student Billing
Deployment Champion: Dr. Erwin
Project Sponsor: Bruce Budde
Process Owner: Heather McCord
Black Belt: Emily Points
FREP: Beth McClain
Charter Authors: Pat Schmillen, Emily Points

Opportunity (Purpose or Primary Reason for Project):
1. The student bill is confusing and hard to read.
2. Not all credits are reflected on the bill. This is making it hard for students to know how much they should pay.
3. Not all charges are reflected on the student bill (Fees, Woodview, Daycare, Parking Tickets).
4. Students and the college may have different expectations with respect to the student bill and to the process.
5. The integrity of the student bill is compromised due to timing of the scholarship/waiver timing, financial aid, etc.

Business Case (Budget Information):
The student may question the amount owed and this may prevent a student from paying the bill. This could mean we have an increase in our outstanding receivables account. If a student does pay and we have constant adjustments made this may require more staff time to produce refunds. The failure to include all charges could create duplicate billing processes. The confusing bill may negatively impact our student satisfaction.

Goal (Expected Outcomes, Deliverables, and/or Results):
To improve the student bill to better meet student needs. To revise the bill for it to reflect all appropriate all charges and credits. To improve the process to reduce the staff time and improve student satisfaction.

Scope (Constraints, Boundaries, and/or Key Risks):
The process starts with a student registering or changing their class schedule this will produce a bill that the student has to pay. The following will be out of scope for this project:
1. Third party process (Not Third Party Posting to student account)
2. Dual Credit Process
3. Methodist College of Nursing

Timeline (Define, Measure, Analyze, Improve, and Control):
Define and Measure will the months of October and November and Analyze and Improve during January and February.

Team Members

| Heather McCord                  | Gerry Cannavan                  |
| Virginia Fletcher              | Wendy Haste                      |
| Alyssa Crumrine, Student       |                                |
Primary Measures: Some potential measures will be:

1. The number of invoices that are sent per person:
   - Spring 2010: 3 statements
   - Summer 2010: 2 statements
   - Fall 2010: 3 statements
   - Spring 2011: 2 statements
   - Summer 2010: 2 statements
   - Fall 2011: 3 statements
2. Percentage of invoices that accurately reflect the final amount owed
3. SSI #51 there are conveniently ways to pay my bill there is a gap of .57 importance and satisfaction rating of .57%.
4. SSI #60 billing policies are reasonable .63% is the gap. Satisfaction raking has gone up since ’08.
5. Look at the FTE that is devoted to doing billing now and to look at how we can reduce the time spent on student billing.
6. How students would like to receive their bill: 108/244 by email, 96/244 mail, 40/244 text message

Other (Additional Resources Needed, Critical Considerations, and/or Initial Concerns):
The college’s philosophy of how we want to send the bill to the students. The current upgrade needs to be considered also.

Supporting Data & Process Map(s):
1. Number of Invoices sent to each person,
2. Information on % of invoices that are correct
3. Data on timeline of tuition and drops, schedule changes when is the bill sent out, posting of third party payments/scholarships, time line of payment plans,
4. Process map of the billing process