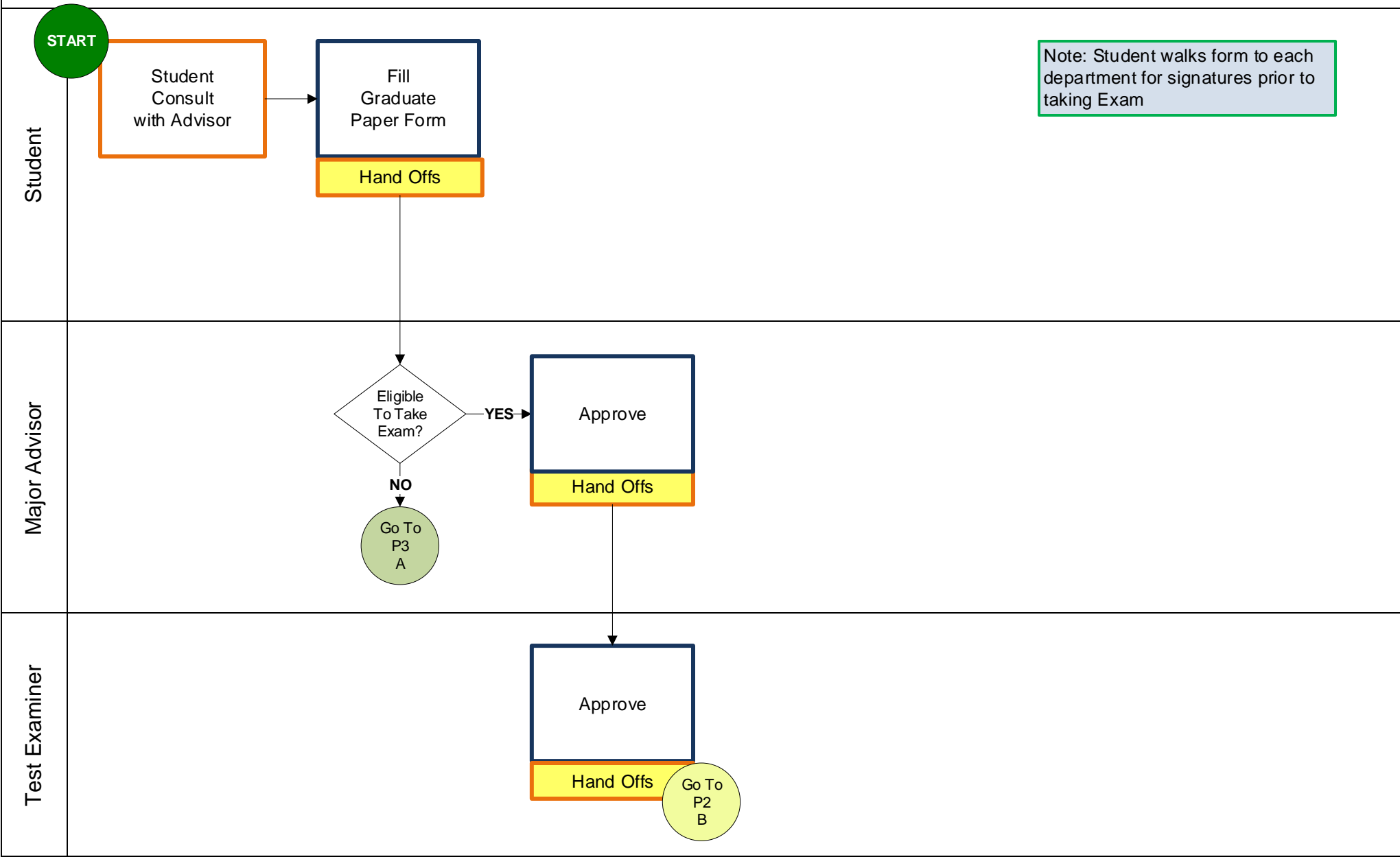
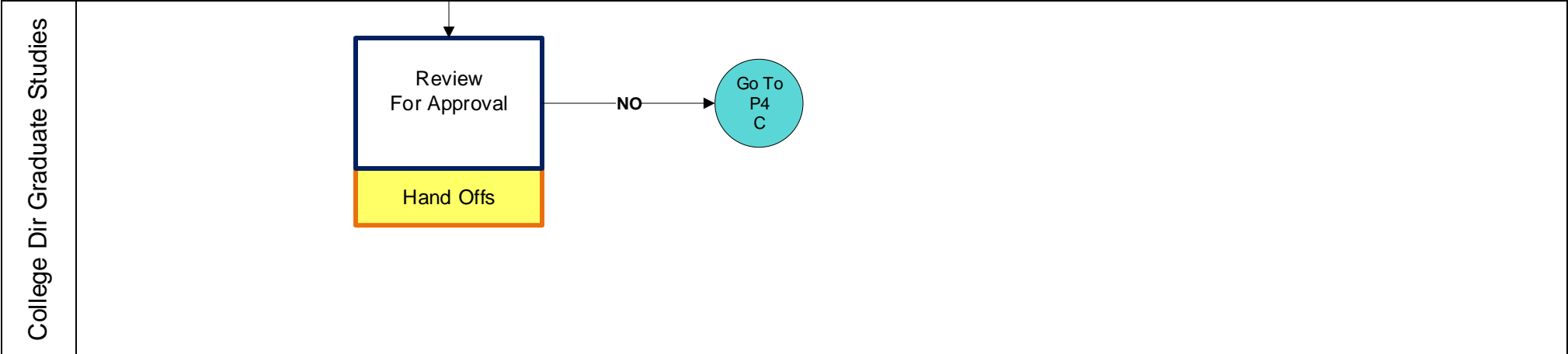
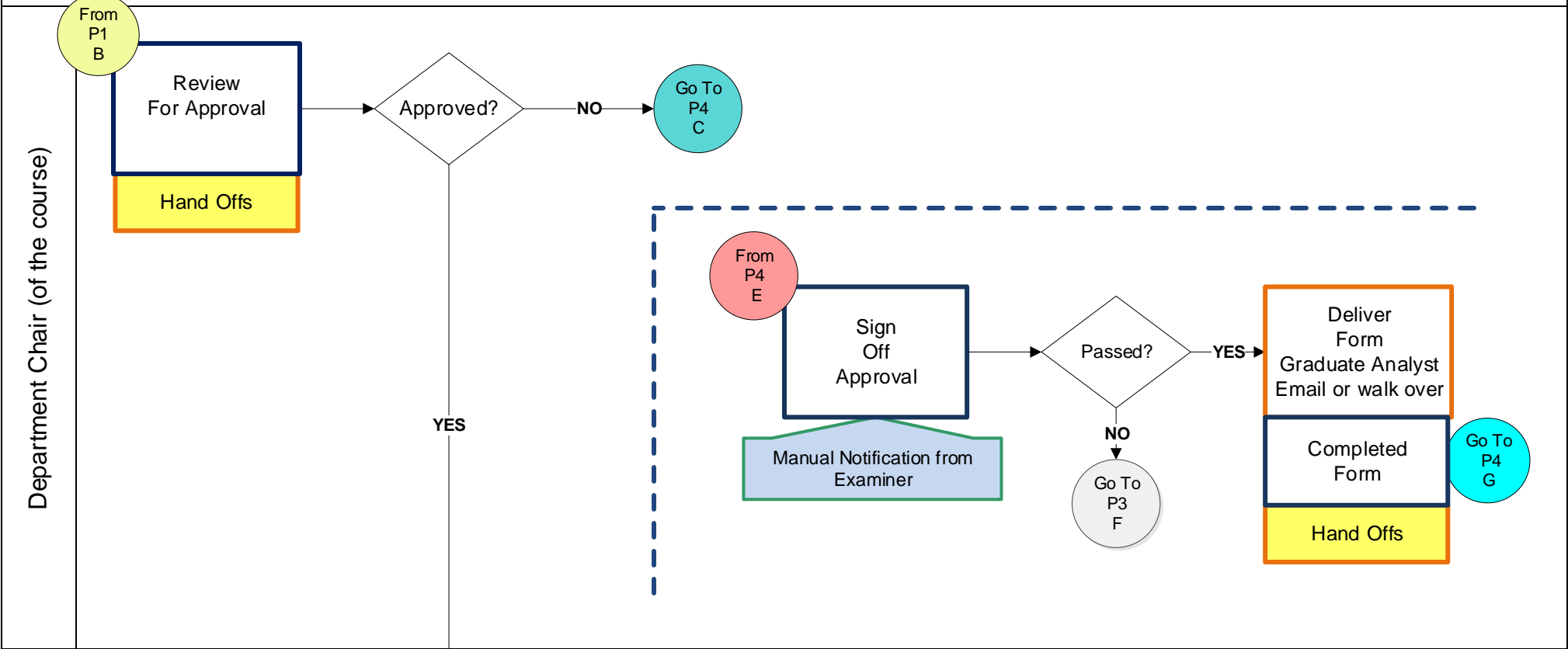


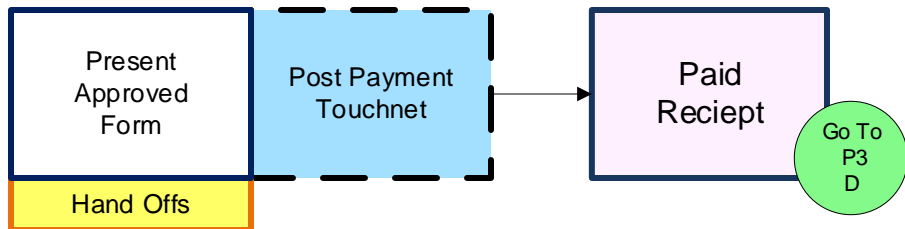
Credit by Examination – 'AS IS' Mapping Graduate Student

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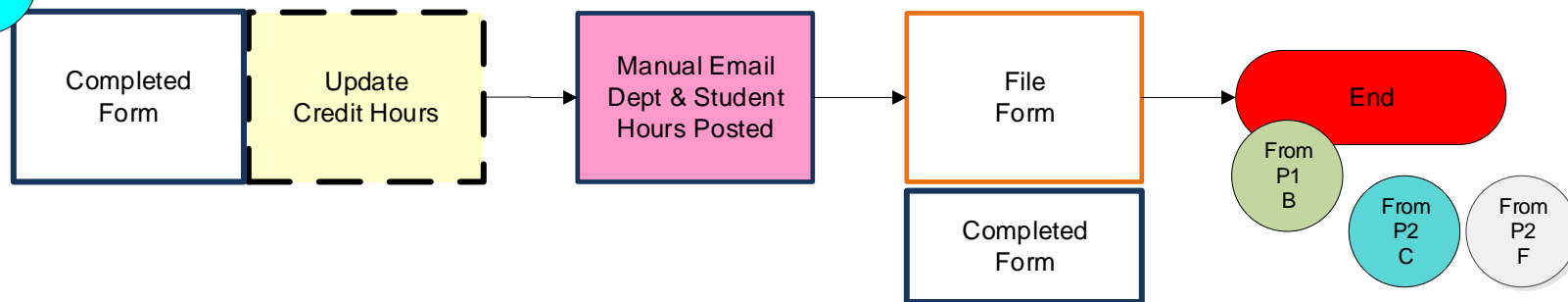
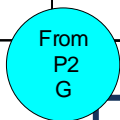




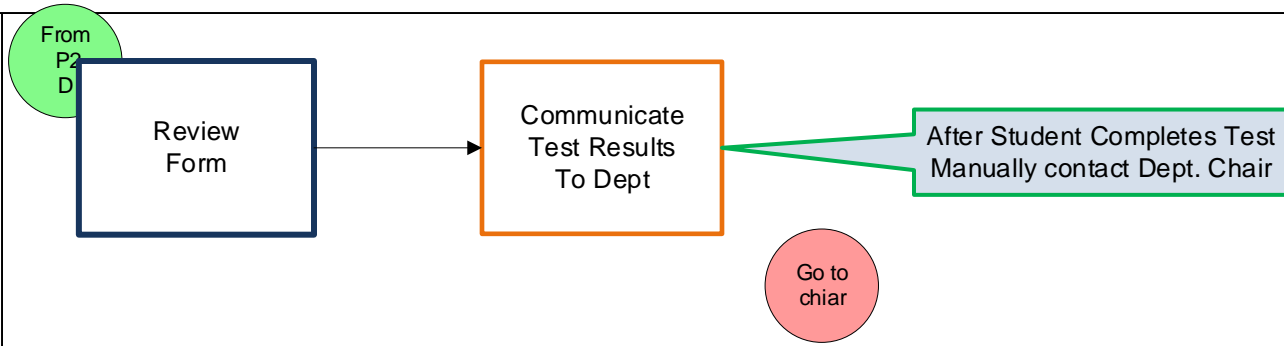
Bursar



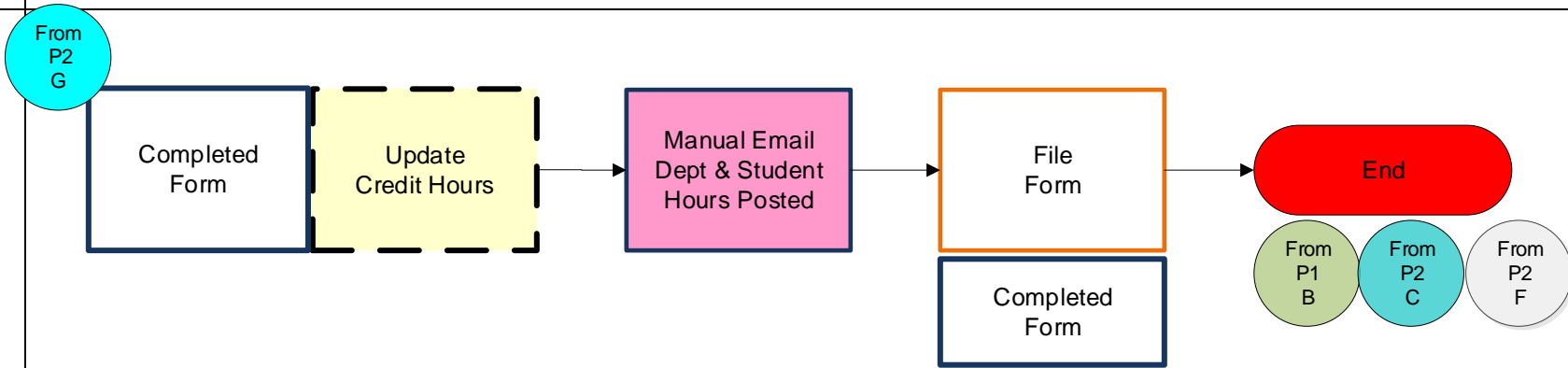
Graduate Analyst



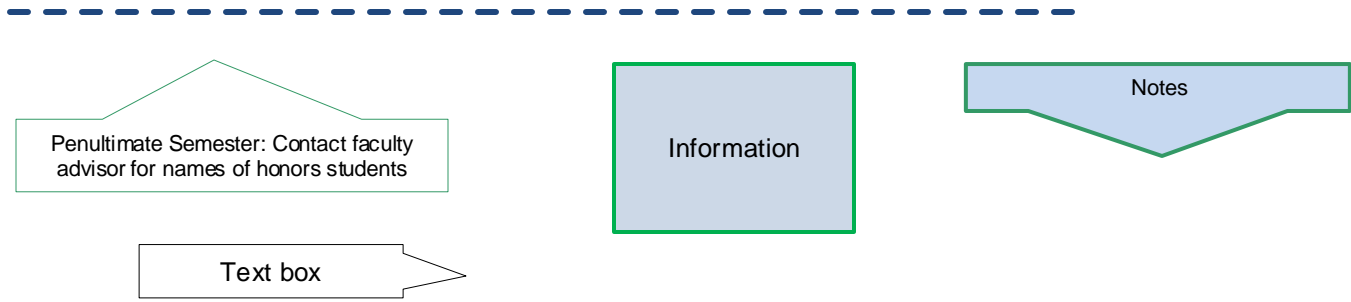
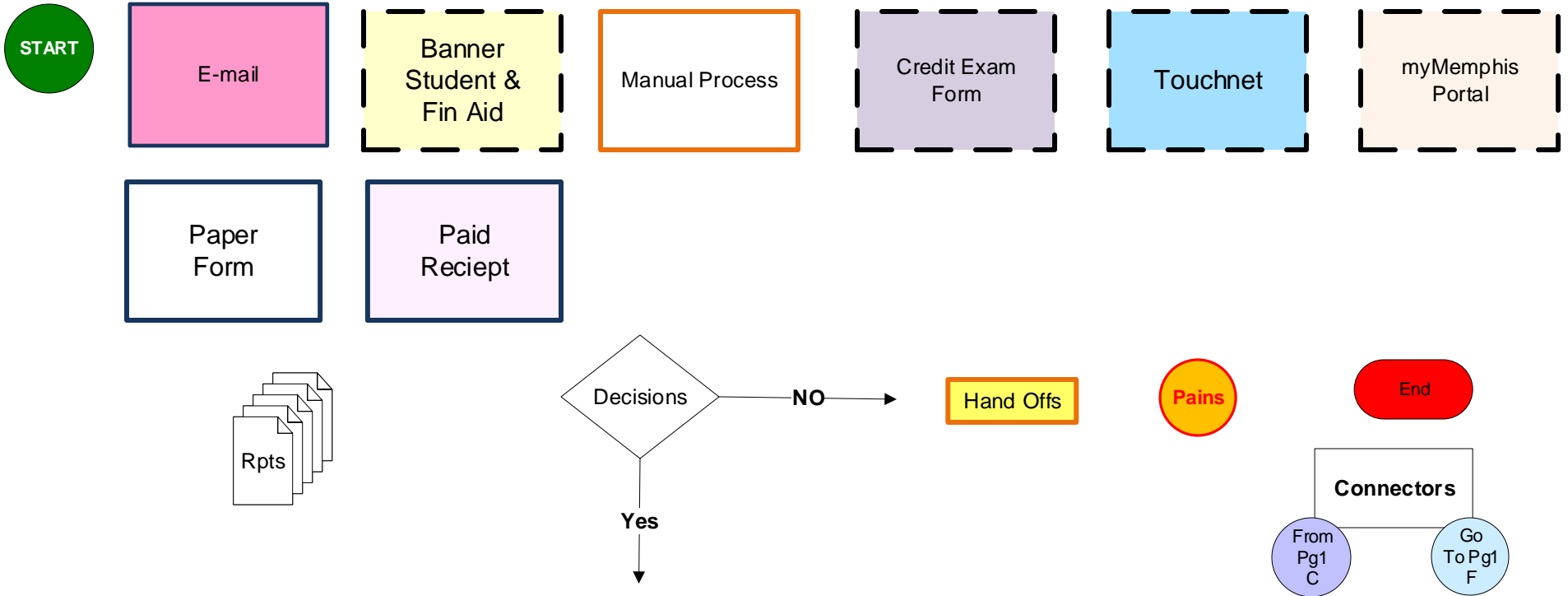
Examiner



Graduate Analyst



Legends



Note: On revisions some departments do not send form back to faculty for signature

Pains & Issues:

Please Read First: The issues and pain points identified during the As Is Process Mapping workshop and the Analysis workshop are noted below. The Issue is numbered and its Root Cause Analysis is in red text, preceded by RCA prefix.

1. Handoffs – seven handoffs occur during the process

RCA: Paper form

2. Student has the responsibility of walking the form across campus

RCA: Paper form

3. Student is responsible to determine who the Dean of College the course resides.

RCA: Instructions on Registrar page

4. Chair signature requirement is not verified. There isn't a proper list of signature approvals

RCA: Chairs designate others to sign forms in their areas

5. Fees have to be paid at Bursar office

RCA: There isn't a online payment option

6. Communications between Department, Student and Admissions is manual

RCA: Paper process

7. Multiple copies of form exists

RCA: Departments need access to completed forms

Analysis of the 'AS IS' Graduate process

1. Are all roles essential? **No, eliminate examiner approval signature..**
2. What is the number of hand-offs? **Seven**
3. Are any steps automated? **No**
4. What steps can be eliminated or automated? **Create a new online process, eliminate examiner signature, status, GPA and systematically validate eligibility and create automated notifications.**
5. What tasks consume the greatest amount of time? **Student walking form to various offices across campus to collect signatures.**
6. Does each task add value? **Examiner signature does not add value.**
7. What steps should be added? **Recommend Advisor validate if student eligible to take exam by reviewing transcript, if course credit exists.**
8. Iterations (how many times is process repeated in a timeframe)? **Weekly**
9. Percentage of errors (forms returned, corrected, contacted person for corrections, etc.) **5%**
10. % FTE and/or estimate time takes for each key role in the process. **2%**
11. Metrics – identify measurable outcomes What do we expect to save (time, manual steps, paper, unnecessary reviews & approvals). 50 completed forms. (does not include those not approved) **Time 116 hours**
Student – **83 hours** to walk form across campus for signatures/make payment (15 min*5 walk to offices =75 + 25 min(5 min time spent ea. Office)=100min*151/60)
Bursar Cashier – **8 hours** to process payments and post to student accounts (50*10min/60)
Graduate School Advisor – **8 hours** to validate/approve (50*10 min/60)
Chair - **8 hours** to sign and route to appropriate offices (50*10min/60)
Graduate School Director of Studies = **8 hours** to validate/approve (50*10 min/60)
Graduate School Test Examiner = **1 hour** (50*1 min)

Credit by Examination – 'AS IS' Mapping Under Graduate

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