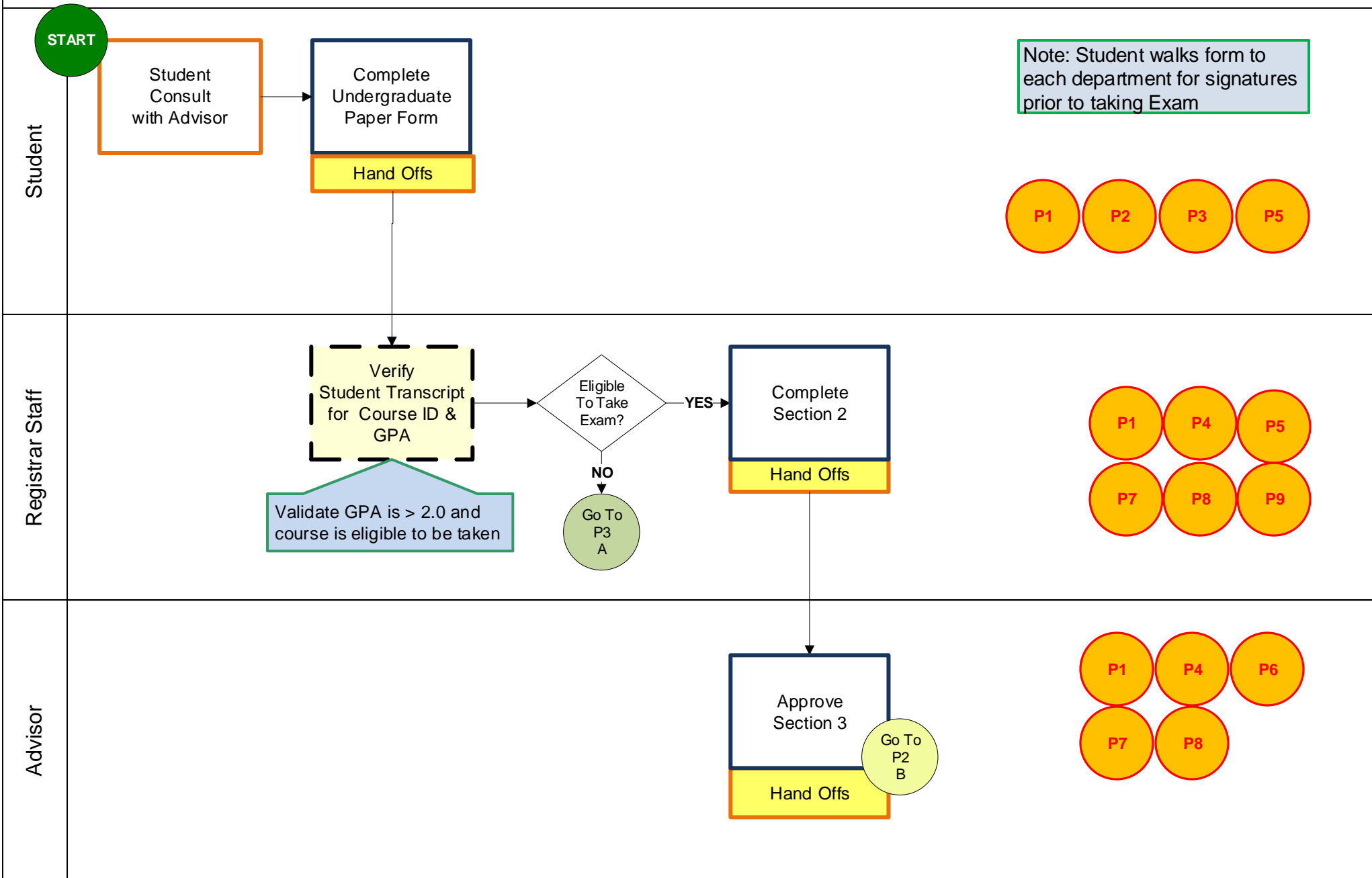
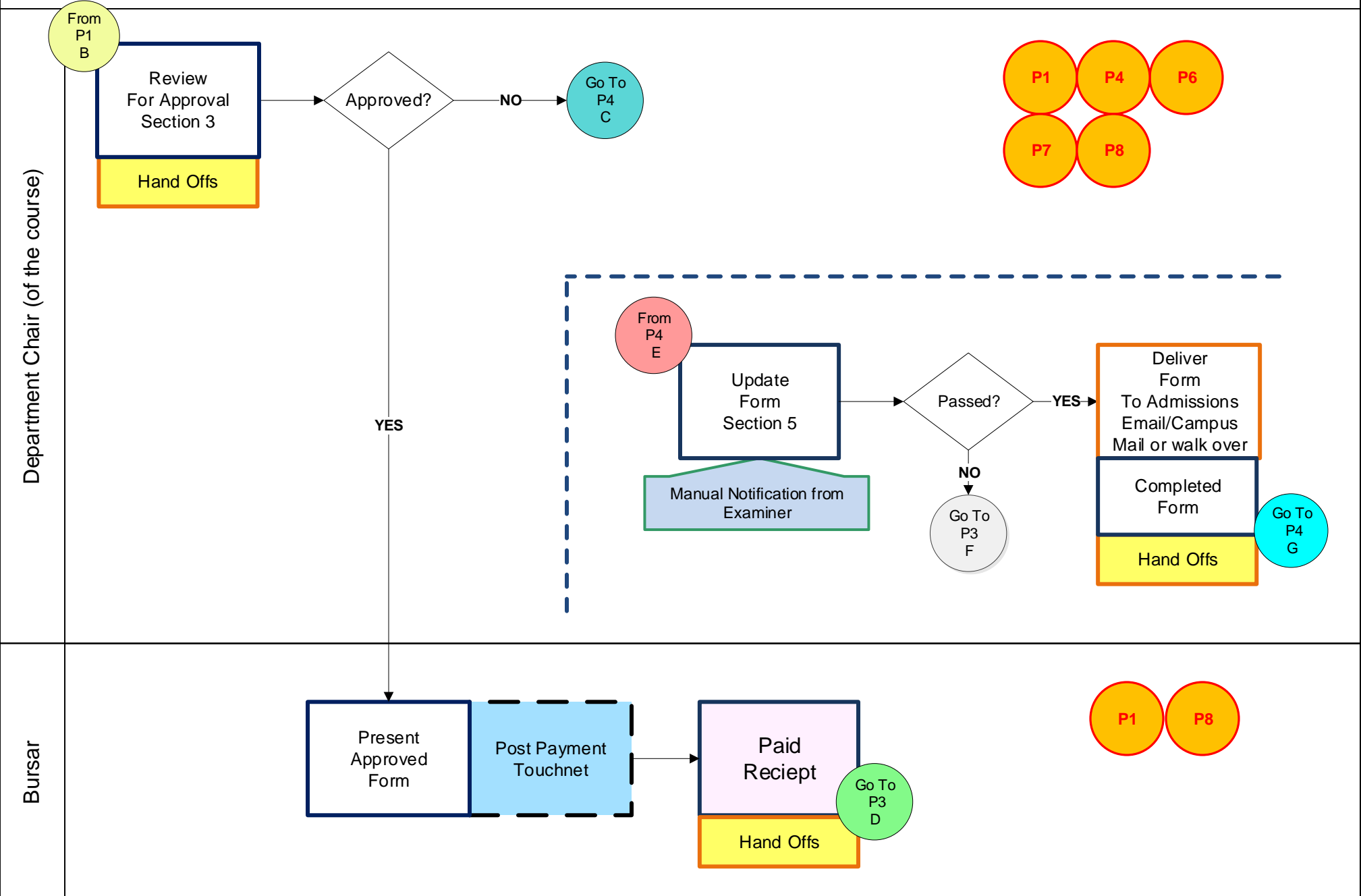


Credit by Examination – 'AS IS' Mapping Under Graduate Student

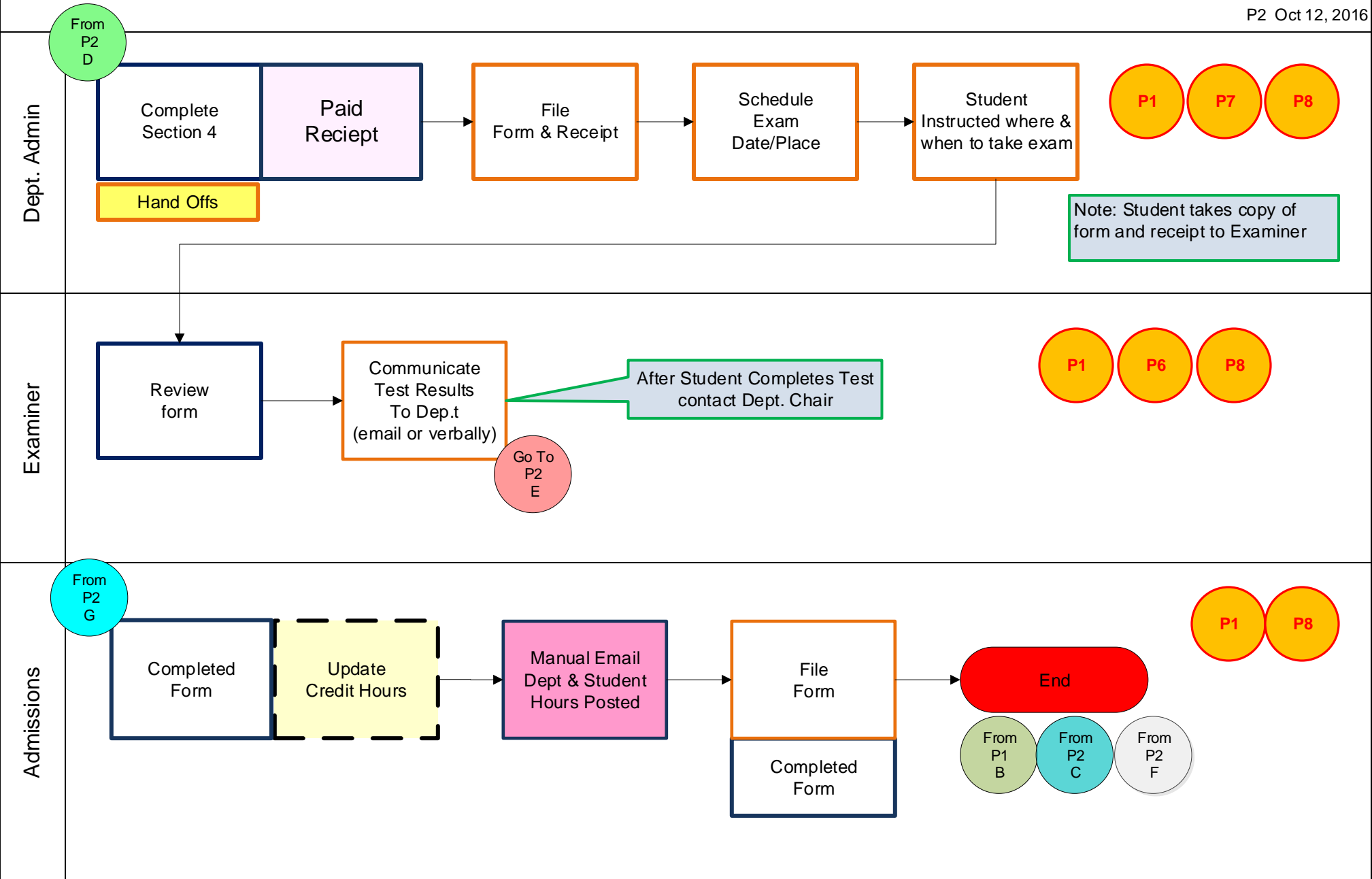
P1 Oct 12, 2016





Credit by Examination – ‘AS IS’ Mapping Under Graduate Student

P2 Oct 12, 2016



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 process.

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

RCA: No electronic process exists.

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 or other off site campuses.

RCA: There isn't a online payment option.

6. Communications between Department, Student and Admissions is manual.

RCA: No electronic process exists.

7. Departments make copies of the form.

RCA: Departments need easy access to completed forms.

8. Forms ineligible.

RCA: Paper forms our hand written.

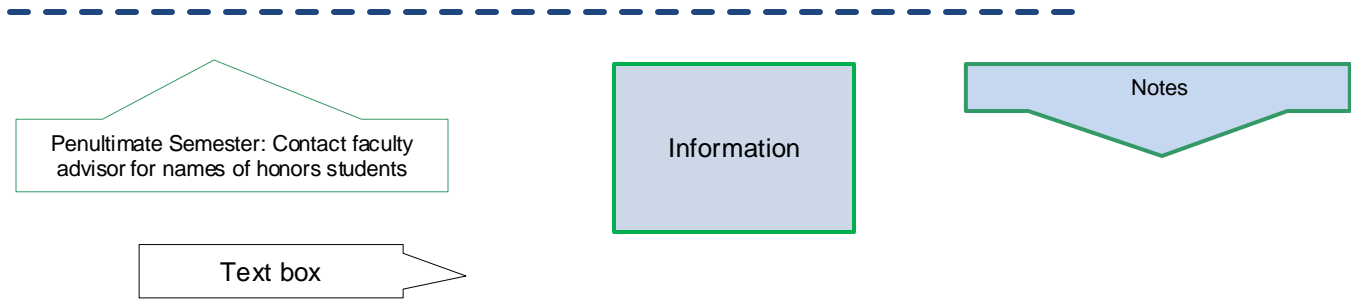
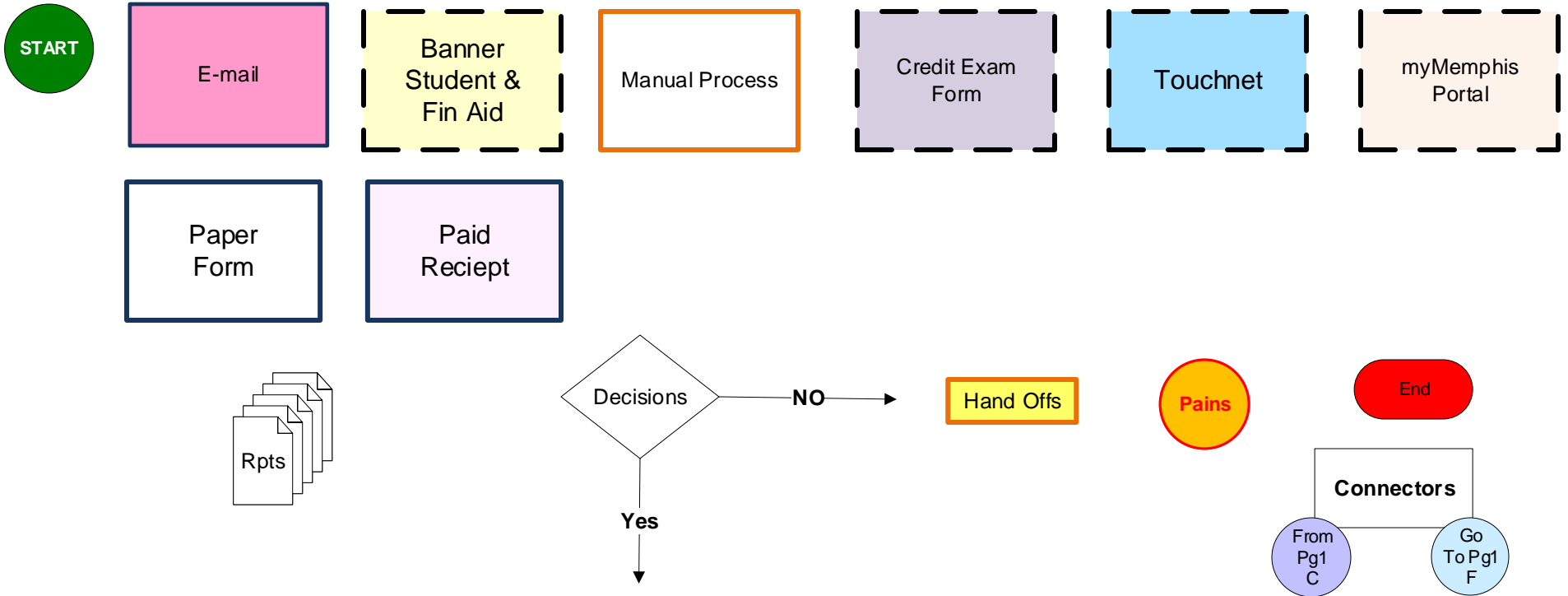
9. Validate appropriate chair signature.

RCA: Student are not always correct in identifying the chair of the course.

Analysis of the 'AS IS' Undergraduate Process

1. Are all roles essential? **No, Dean level indicated in UG catalog can be eliminated. Practice has not been followed.**
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 UG advisor signature, add enrollment 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? **Dean 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). 151 forms completed. (does not include those not approved) **Time 404 hours**
Student – **252 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 – **26 hours** to process payments and post to student accounts (151*10min/60)
Registrar – **38 hours** to validate, search historical records, copy and file form (151*15 min/60)
Dept. Admin – **38 hours** schedule exam, emails, review forms for accuracy deliver to chair (151*15min/60)
UG Advisor – **25 hours** to validate/approve (151*10min/60)
Chair - **25 hours** to sign and route to appropriate offices (151*10 min/60)

Legends



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