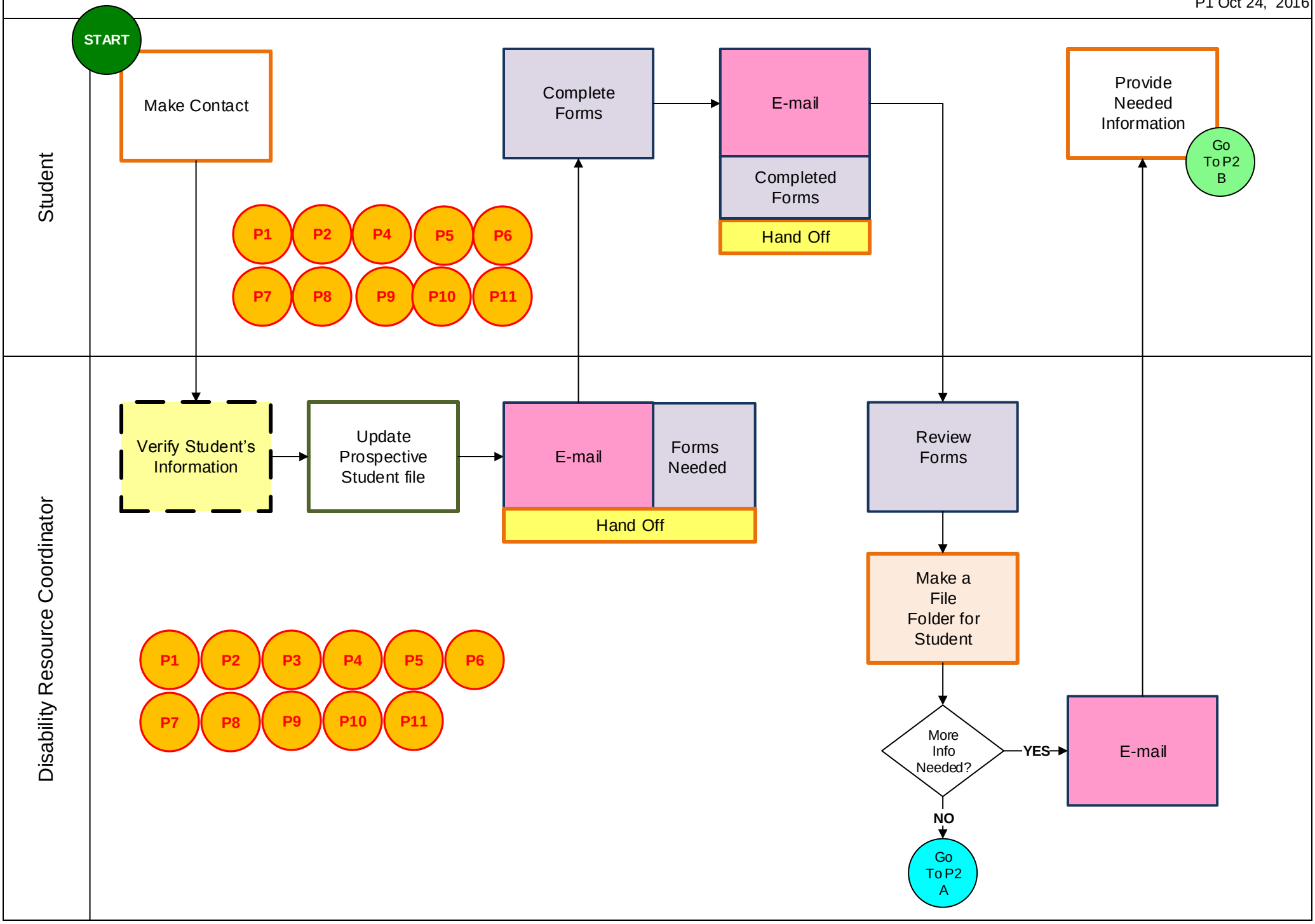
Student Disability Resource Services – 'AS IS'

P1 Oct 24, 2016



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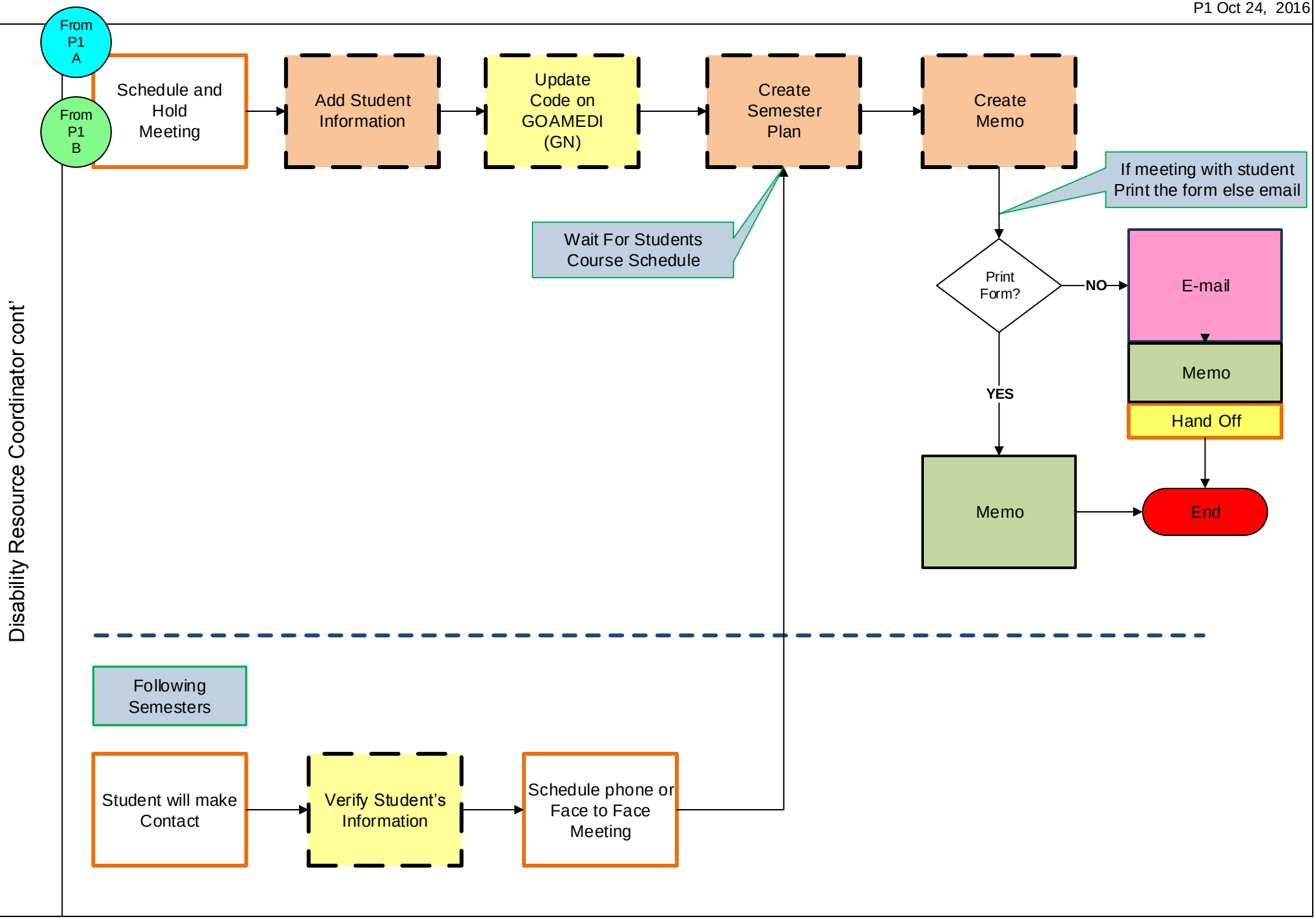

Pains & Issues:

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. Manual processes.
RCA: Paper process.

2. Human Error.
RCA: Paper process.

3. Student no show.
RCA: Students do not cancel meetings.

4. Handoffs.
RCA: Manual process and lack of automation.

5. Manual communications.
RCA: Lack of automation and current system abilities.

6. Documentation not adequate for decision making.
RCA: Students do not provide all the necessary information when completing forms.

7. Student cannot access system and start process.
RCA: File maker pro system does not allow Single Sign On (SSO).

8. Front desk staff members are interrupted to assists students on the process status.
RCA: Information cannot be communicated to the students from the current system.

9. Student without technology access.
RCA: Students do not access to technology outside the university.

10. Students wait until last minute to start process.
RCA: Students are unaware of the processing time.

11. Electronic documents (word,excel,PDF) are stored on internal department server, dependable backups are not performed or verfied.
RCA: Department doesn't use ITS storage and backup services.

Analysis of the 'AS IS' process

1. Are all roles essential? Yes

2. What is the number of hand-offs? 3

3. Are any steps automated? No

4. What steps can be eliminated or automated? Student can begin process submission, eliminating the coordinator starting the process, creation of the schedule plan and memo and automated communications. Eliminate front desk staff providing information

5. What tasks consume the greatest amount of time? Reviewing documents, creating forms and communication with student

6. Does each task add value? Yes

7. What steps should be added? None

8. Iterations (how many times is process repeated in a timeframe)? Three times a year, once for each semester

9. Percentage of errors (forms returned, corrected, contacted person for corrections, etc.) 95%

10. % FTE and/or estimate time takes for each key role in the process. Approximately 300 new students processed academic year
    Approximately 300 new students processed academic year
    300 students * 1.5 hours to meet and complete the process = 450 hours
    744 recurring students * 30 minutes each semester = 372 hours

11. Metrics – identify measurable outcomes What do we expect to save (time, manual steps, paper, unnecessary reviews & approvals). Save time, eliminate manual steps, provide automated communications, office supplies (paper, staples, pens, paper clips, file folders)

Legends

START

E-mail

Banner Student

Excel Prospective Students

Forms Packet (Application, Medical, Guidelines)

Manual Process

File Maker Pro Student Records

Memo

Decisions

NO

Yes

Hand Off

Pains

End

Connectors

From Pg1 C

Go To Pg1 F

Rpts

Use double connector when need to spawn off to 2 lanes simultaneously

Penultimate Semester: Contact faculty advisor for names of honors students

Rejected contracts may go to either rep for re-processing

Text Box

Consider for Phase 2 implementation - Put on hold if waiting on Confirmation of final semester enrollment

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

text

Text box

Text Box