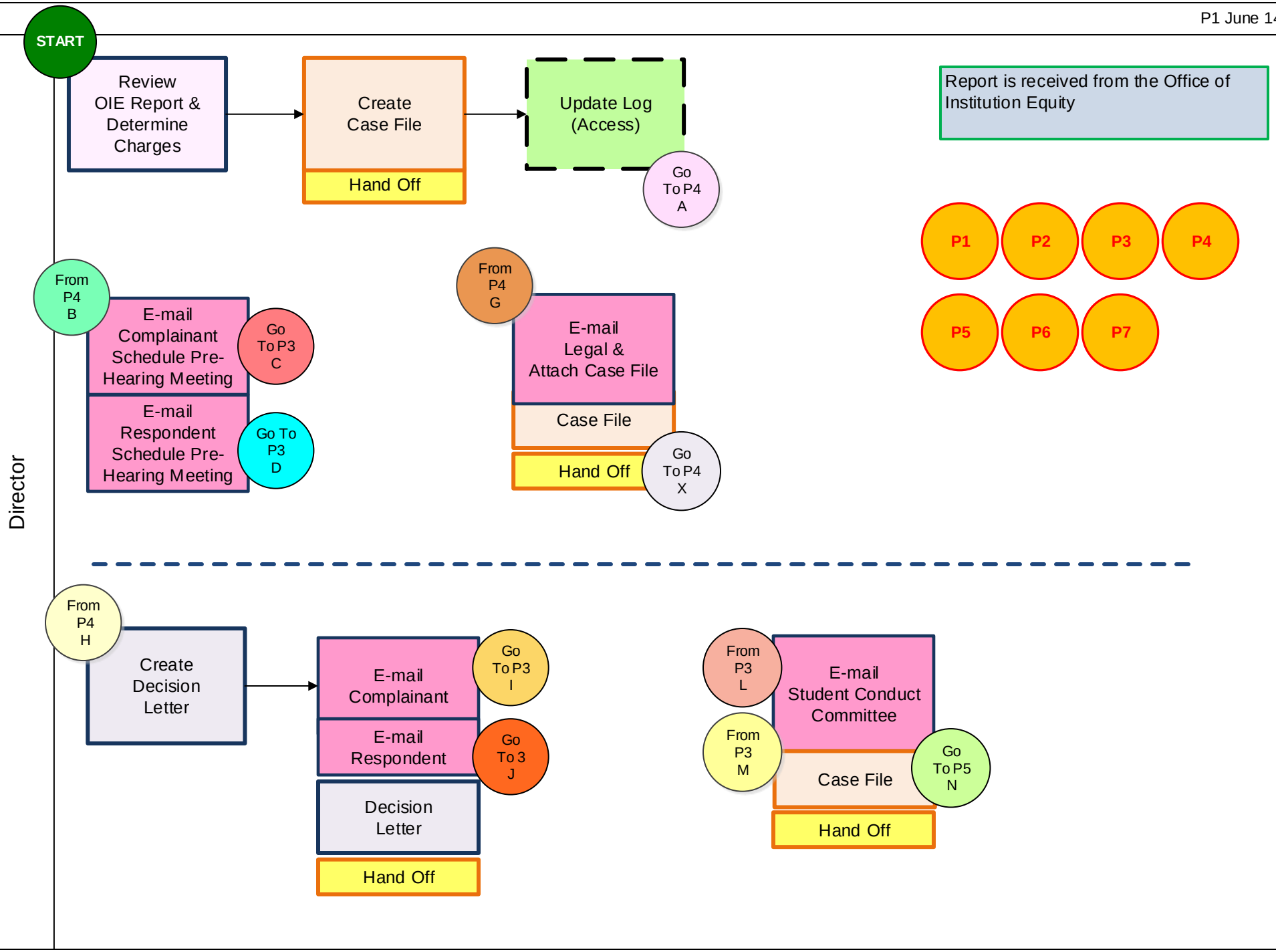
Student Conduct Office - Title IX Incident Process – 'AS IS' Mapping

P1 June 14, 2017



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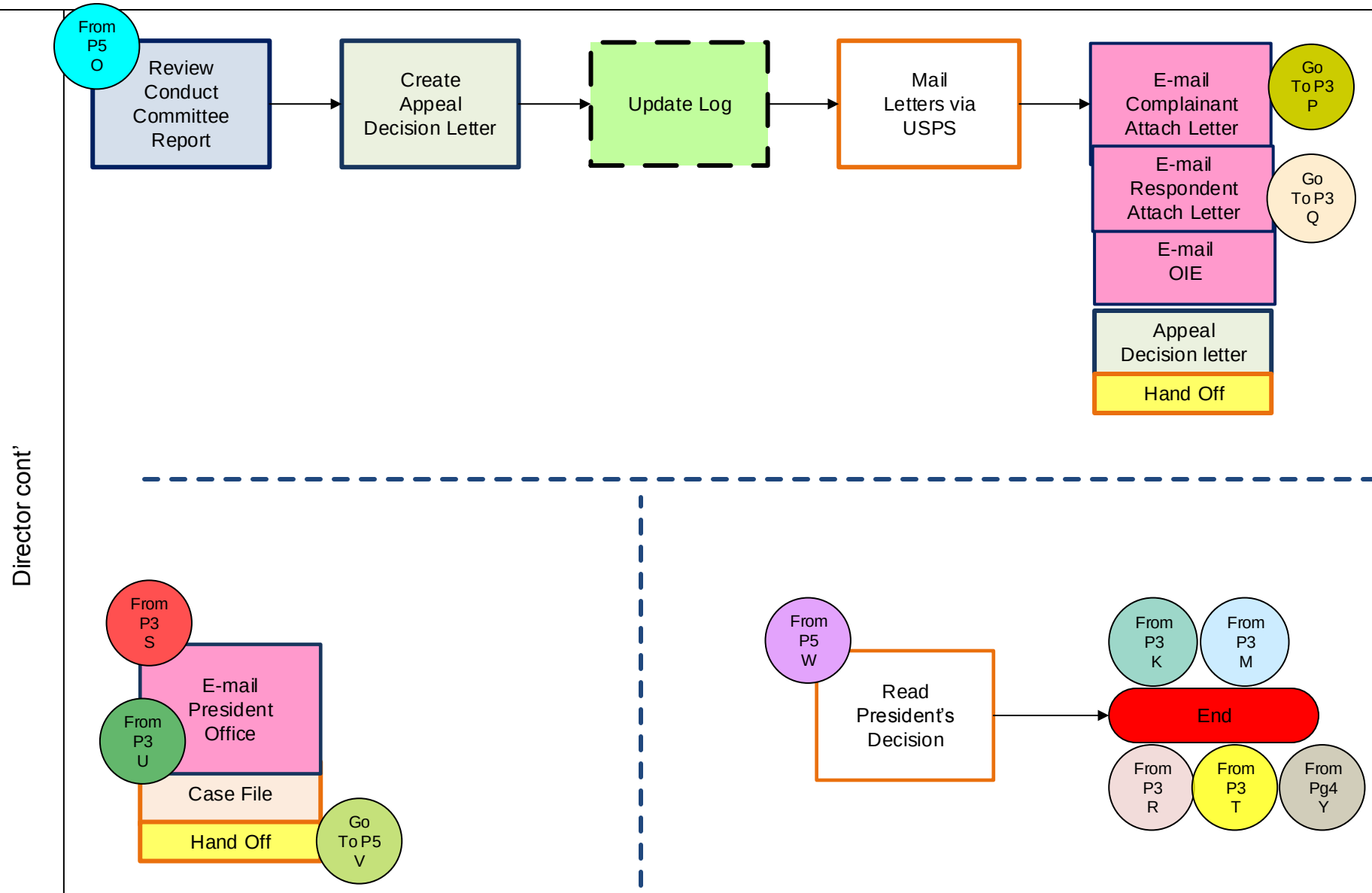

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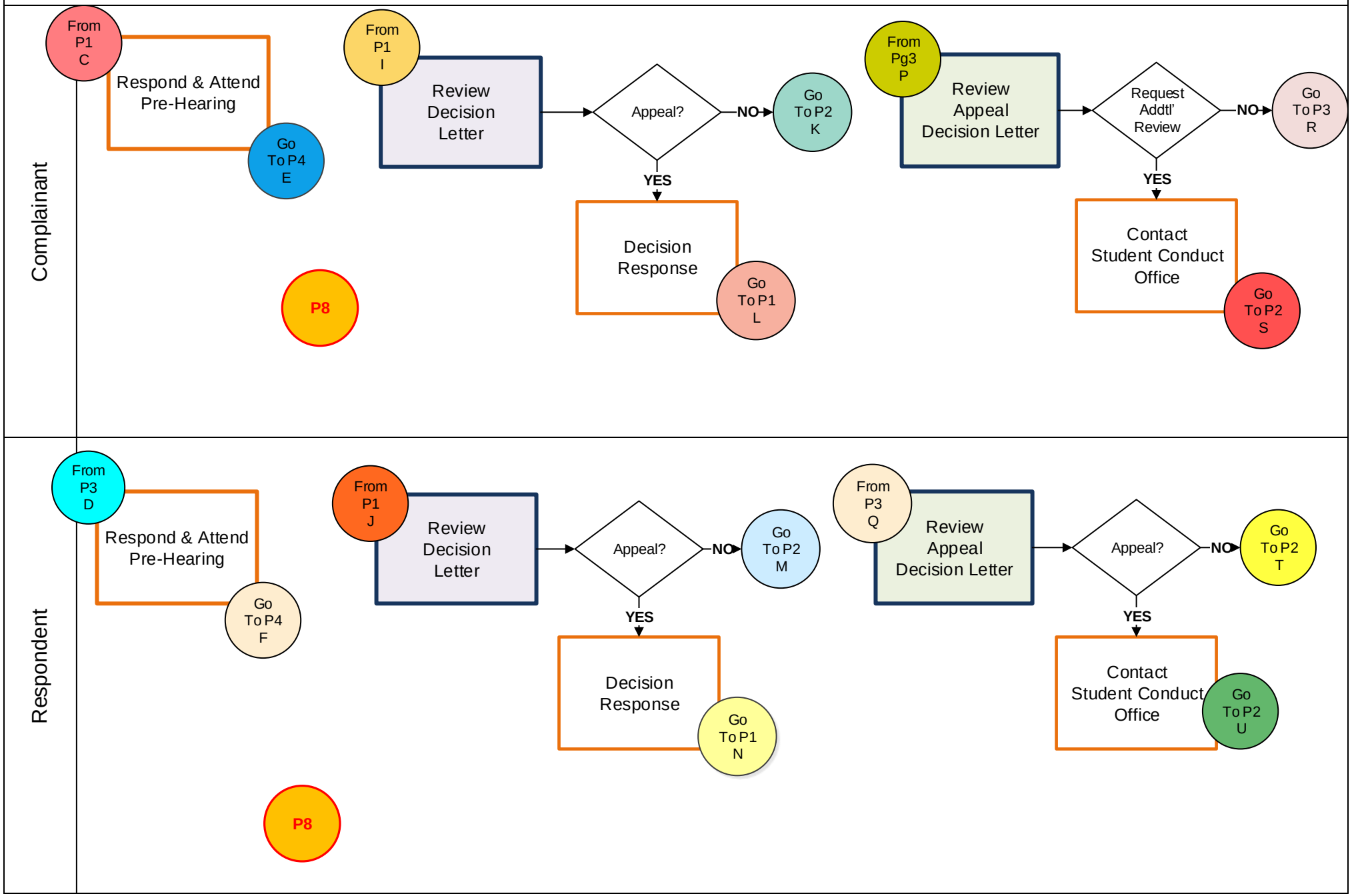

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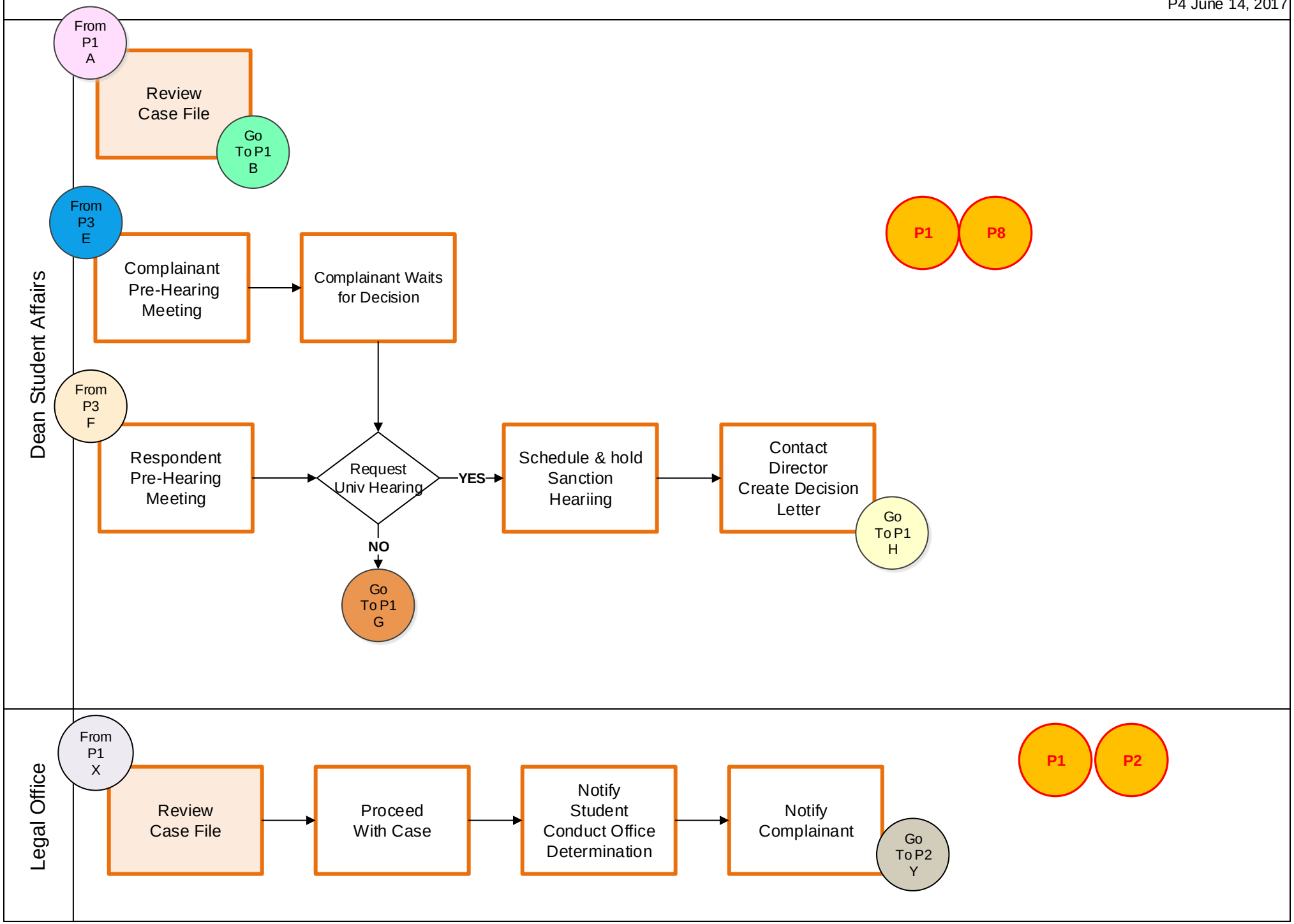

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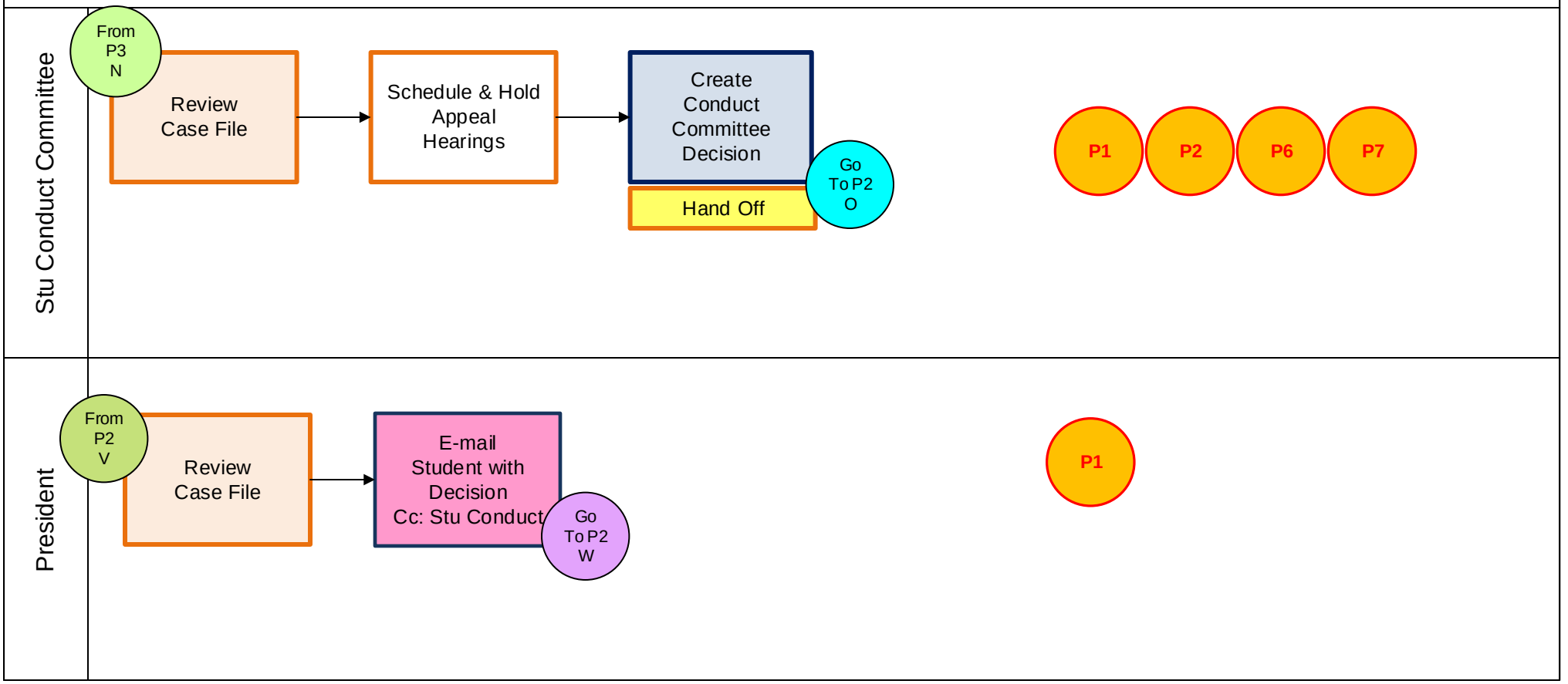
P5 June 14, 2017



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. Forms are paper.
RCA: There isn't an electronic submission process.

2. Time spent creating manual email communications.
RCA: There isn't an electronic system.

3. Several handoffs during process.
RCA: Paper forms are shared between several departments during the process.

4. Voice communications.
RCA: Time spent contacting complainant, respondent, other departments or third party reporters to collect information.

5. Time and effort spent trying to reach the complainant with no response.
RCA: Complainant does not follow-up.

6. Time utilized to scan and create PDF of case files.
RCA: Only mechanism for documenting communications.

7. Printing and scanning document.
RCA: There isn't an electronic system.

8. Pre-hearing meeting.
RCA: Student do not have an understanding of the process.

Analysis of the 'AS IS' process

1. Are all roles essential? Yes

2. What is the number of hand-offs? 7

3. Are any steps automated? No

4. What steps can be eliminated or automated? Email communications , case file scanning, access to data if had an electronic system

5. What tasks consume the greatest amount of time? Creating letters

6. Does each task add value? Yes, following policy

7. What steps should be added? None

8. Iterations (how many times is process repeated in a timeframe)? Bi-weekly

9. Percentage of errors (forms returned, corrected, contacted person for corrections, etc.) 1%

10. % FTE and/or estimate time takes for each key role in the process. 10%

11. Metrics – identify measurable outcomes (time, manual steps, paper, manual communications, unnecessary reviews & approvals). Identify current time spent on task for roles: 8-10 cases a year = estimated 120 hours academic year

    Director – 8 hours

    Dean - 3-4 hours preparing and facilitate pre-hearing

Legends

E-mail Notifications

OIE Report (word)

Case File

Access Database

Manual Process

Conduct Committee Report

Hand Off

Decision Letter

Appeal Decision Letter

End

START

Pains

P1

Connectors

From Pg1 C

Go To Pg1 F

Decisions

NO

Yes

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

Penultimate Semester: Contact faculty advisor for names of honors students

Text

Information about process

text

Text Box