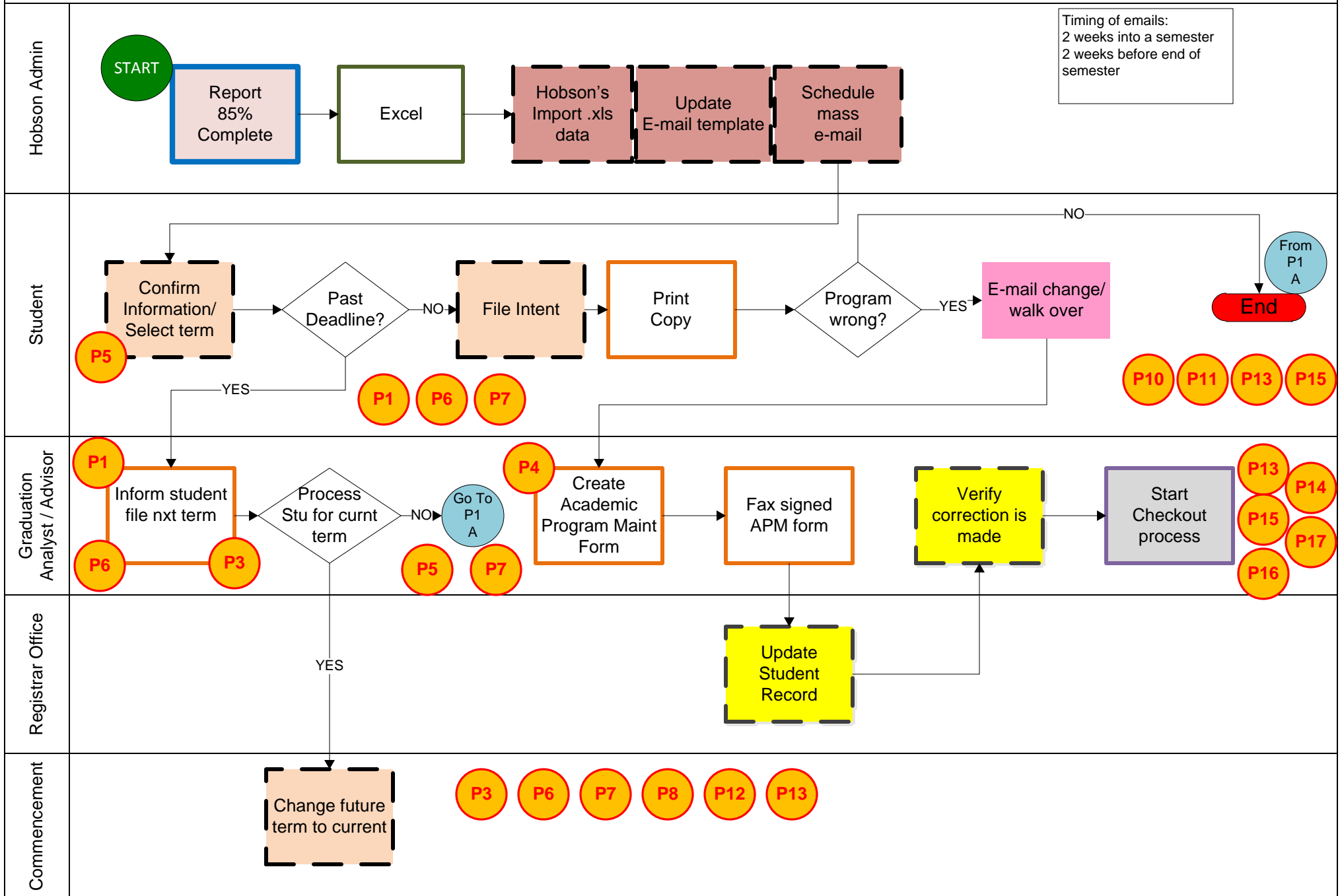


Intent to Graduate – Under Graduate - “AS IS”



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. Students don't submit the ITG form or don't submit it on time

RCA: Students do not read instructions, form may be too cumbersome

2. Student's don't read communications

RCA: Students don't feel the importance of reading all their UofM emails

3. When does "NO" mean NO?

RCA: Executive override the timeline and approve students to graduate who didn't file within deadlines

4. Academic Program Maintenance form is paper process

RCA: No online form or electronic signature in place. Registrar office must retain forms for 5 years

5. Intent form has day old data displayed

RCA: Data is pulled from Banner Reports instance – 24 hours old

6. Back dating if miss deadline or if change from past semester

RCA: Allowing students exceptions to missing the filing deadline, or need

7. Time frame that elapses until a student contacts the analyst to change expected graduation date from a previous term

RCA: Students do not contact the Graduate Analyst in a timely manner

8. Deadlines not standard - have different deadlines for graduates and undergraduates

RCA: Law, Graduate and Under Graduate have different deadlines in order for offices to process the information, give students more time to file

9. Deadlines conflict with other campus critical deadlines causing increased workloads

RCA: Other processes have same deadlines during the time verifying eligibility of students who have filed (ex: GA contracts, Financial Aid and Athletic verification)

10. Commencement Program deadline for 1st proof, data has to be entered in Banner to create list

RCA: Deadline is second month in semester set by Commencement office

11. Filing deadlines aren't posted on myMemphis – and/or on True Blue Life

RCA: This has not been investigated as an option, the possibility of adding filing deadlines to the student tab in the portal

12. There isn't one standard Intent filing application form, coding is maintained by LSP

RCA: Each college has requested specific information be coded in the system to be displayed on the form when it is displayed

13. Students who do not complete the form by clicking "Submit"

RCA: Students do not read the directions

14. Students file too early, they do not have enough earned hours

RCA: Intent form does not have a validation code to prevent filing until you have enough earned hours

15. Transfer work not in Banner

RCA: Students do not provide all their transfer credit in a timely manner

16. Intent application creates a record in the excel file whenever a student simply views their Intent application, analyst have to re-verify the list each time for any noted changes.

RCA: Intent system isn't coded to validate if student actually makes a change or is just viewing the form

17. Concentrations and minors not coded in Banner

RCA: At time of admissions/re-admitting students do not provide this information.

Hobson's

Hyperion

Banner
General

Banner
Student &
Fin Aid

E-MAIL

Manual
Process

Excel

SQL
Database

Go To
P1
X



P3
Pains
P1

End

START

text

Text box

Text box

Text box