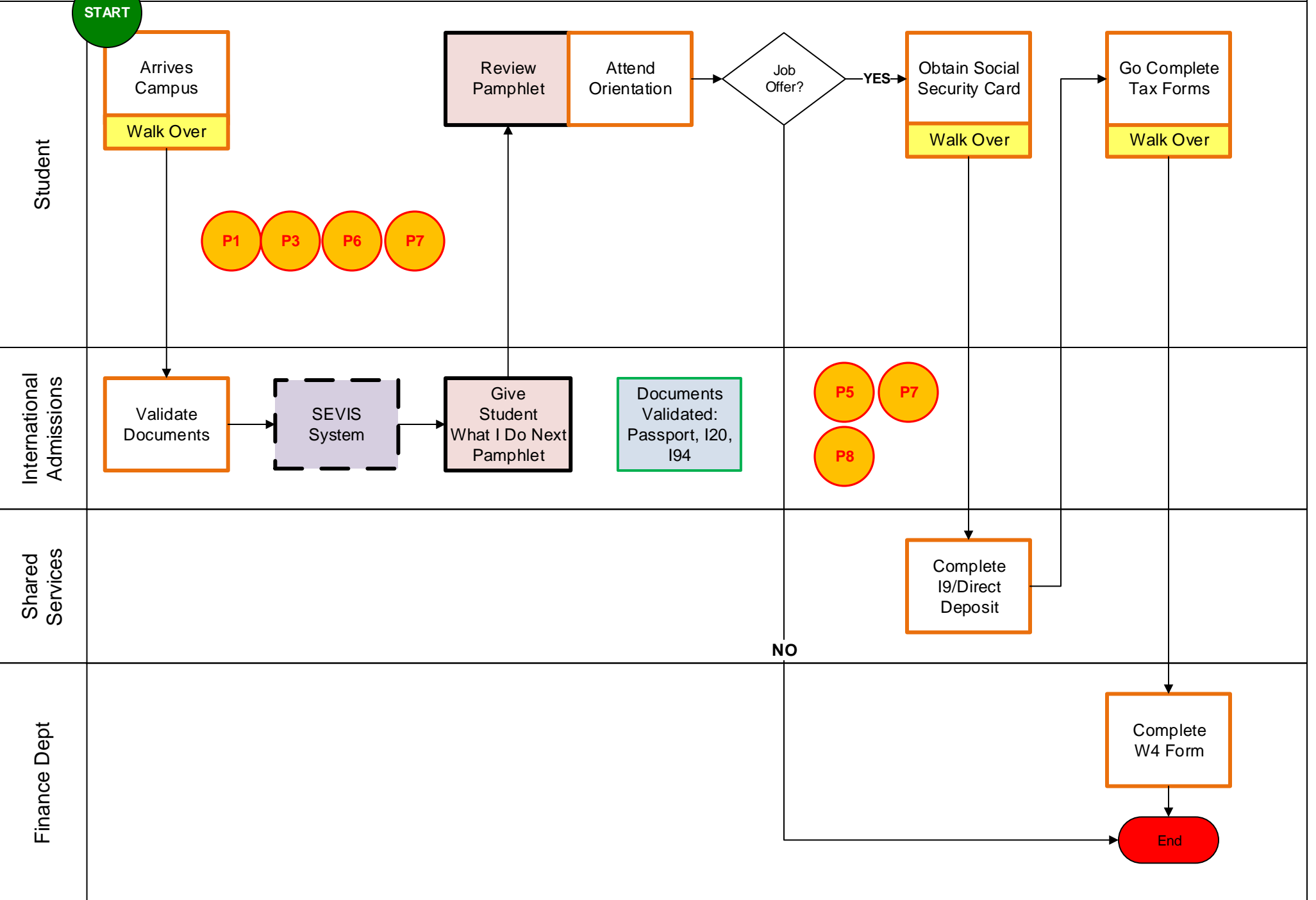
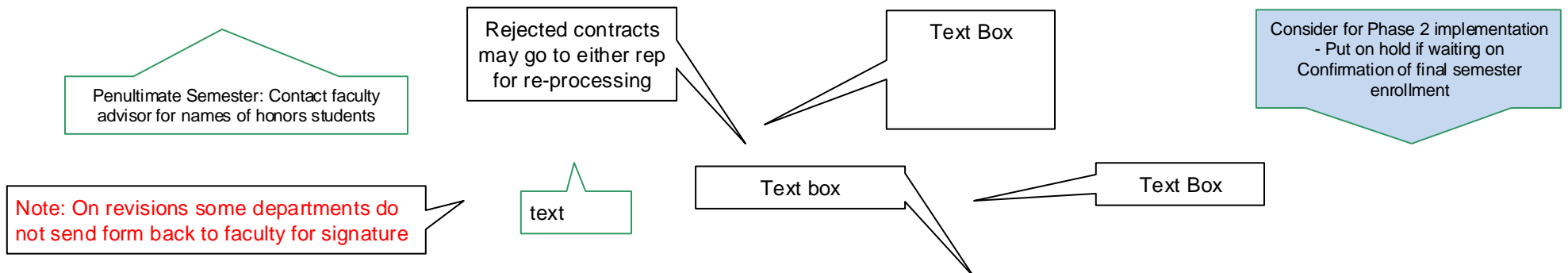
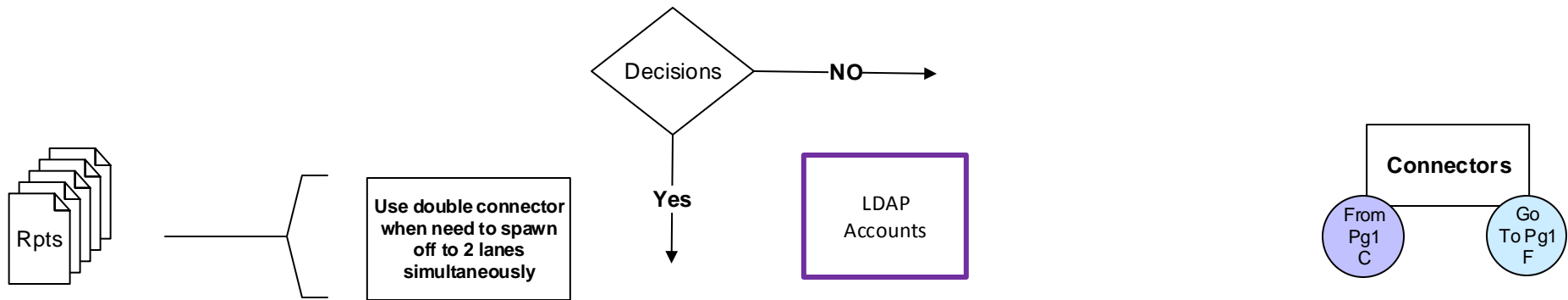
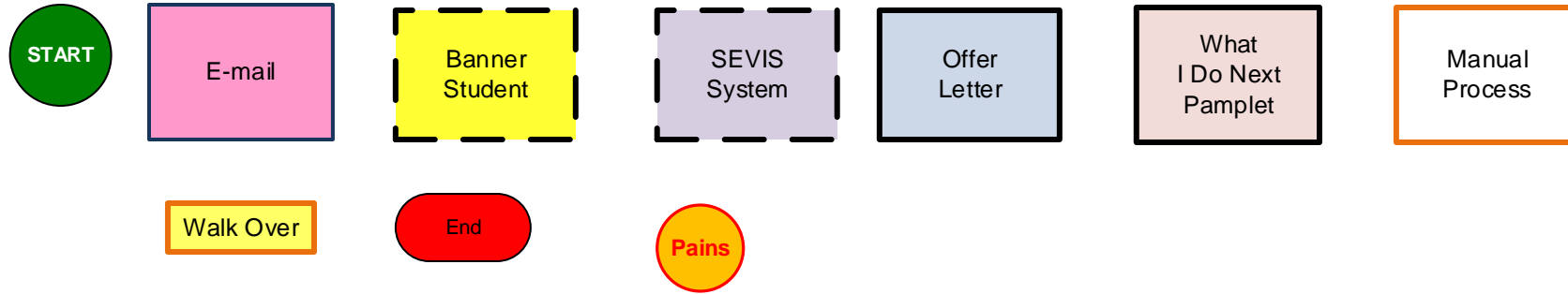


International Student Appointment Process (Student arrived) – “AS IS”

P2 Aug 10, 2016



Legends



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. Unclear where the student should start the process, so they walk to various offices in search of information.

RCA: Communications do not include all the information students need.

2. Offer letters do not always contain all the information students need when they arrive on campus.

RCA: There isn't a standardized template for departments to use.

3. Delays in the process for student's getting their social security card.

RCA: Students do not have a central place or time to apply for their social security card.

4. Offer letters are sent before student has been admitted, therefore contracts cannot be processed.

RCA: Departments need to verify student is admitted prior to sending offer letters.

5. International Student Office staff are not informed of the monthly stipend agreements in the offer letter.

RCA: Information is not currently provided by the departments.

6. Housing is not available when students arrive.

RCA: Residence life doesn't open housing registration timely.

7. International Student Office staff unable to see student holds.

RCA: Banner access needs to be requested.

Analysis of the 'AS IS' process

1. Are all roles essential? **Yes**
2. What is the number of walk-overs? **Three**
3. Are any steps automated? **No**
4. What steps can be eliminated or automated? **'What Do I Do Next' paper will be converted to a webpage where information will be updated as needed.**
5. What tasks consume the greatest amount of time? **Admissions offices time spent validating legal documents, verifying student has arrived, enrolled and entered in the SEVIS Database**
6. Does each task add value? **Yes**
7. What steps should be added? **No**
8. Iterations (how many times is process repeated in a timeframe)? **January and August**
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 in an Academic year:
Admissions – new to USA students 30 minutes * 240 students = 120 hours
Students currently in USA – 1 hour spent gathering and validating from other schools = #### *
Orientation - ?????? Is this a general session and you also spend time with ea student individually for 10 minutes:
Shared Services – process I9/Direct Deposit forms = 20 minutes * 240 students academic year = 80 hours
Finance Accounting – process tax forms 15 minutes * 240 students = 60 hours
11. Metrics – identify measurable outcomes, what do we expect to save (time, manual steps, paper, unnecessary reviews & approvals). **Save time student and staff time and reduce printing cost**