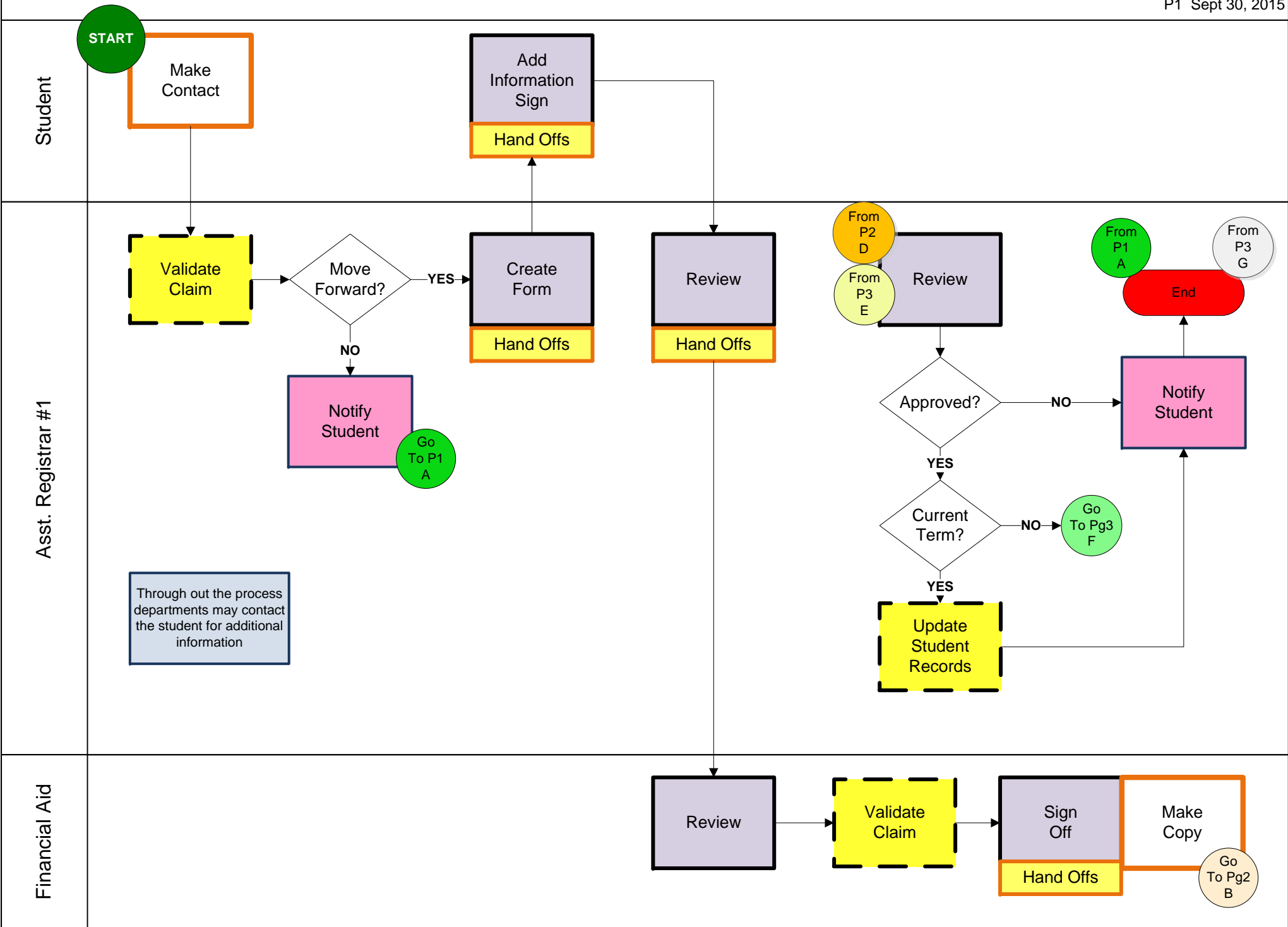


Student Term Delete Request – AS IS Mapping

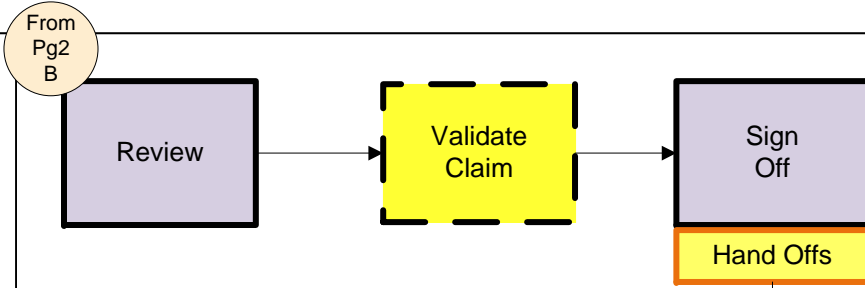
P1 Sept 30, 2015



Student Term Delete Request – AS IS Mapping

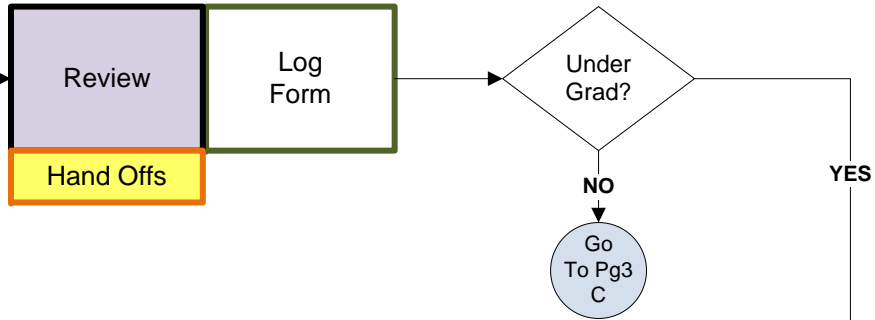
P2 Sept 30, 2015

Bursar

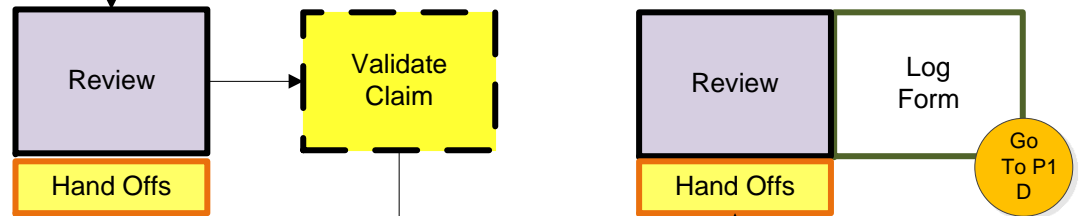


If Student owes money
Then have to contact and
provide documents to
Collector

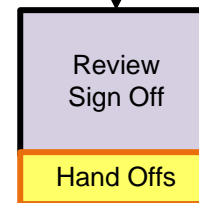
Bursar Office Assoc.



Acad. Innov. Assoc.



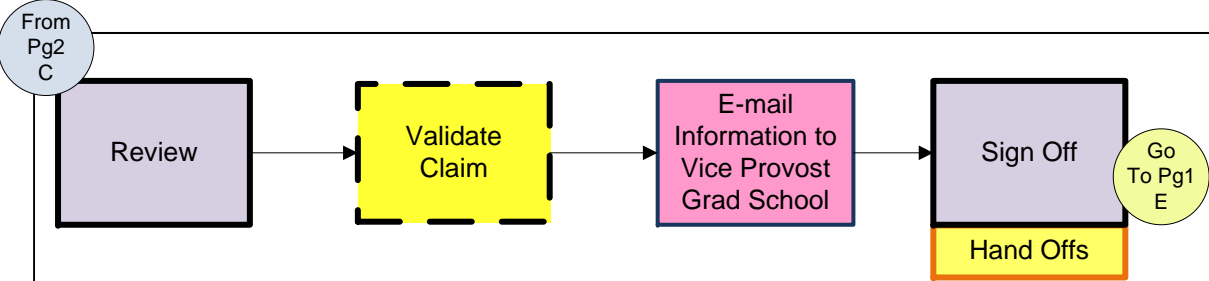
Vice Provost



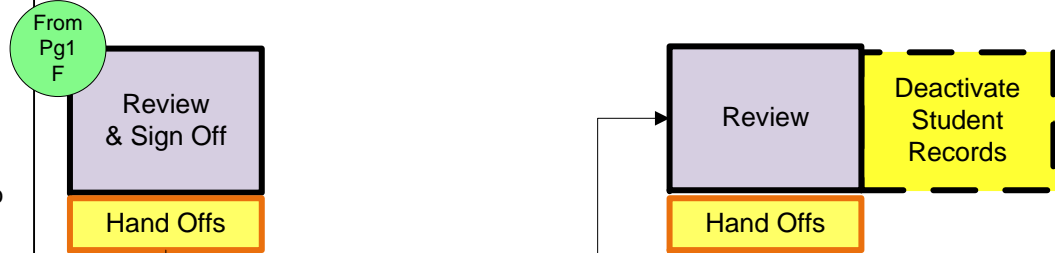
Student Term Delete Request – AS IS Mapping

P3 Sept 30, 2015

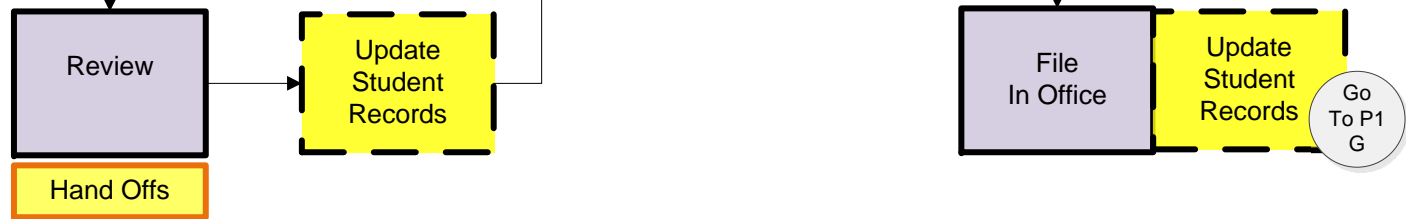
Graduate School



Asst. Registrar #2



Registrar Analyst



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. Financial Aid is involved.

RCA: When student received Financial Aid then if they prove they did not attend the class(es) then they could owe the Federal Government.

2. Students not understanding the process that they must drop/withdraw if they are not planning on attending a class.

RCA: Students assume the university will automatically drop them from the class after the withdrawal period.

3. Past communications to students were to NOT drop a class.

RCA: This was in order to hold the class for the student.

4. Term Deletes are sometimes approved regardless if student attend a few classes.

RCA: Some higher authority will over-ride the committee's decision.

5. There is not a defined time period to process a Term Delete request.

RCA: The university has not created a procedure with set time limit for the form to be submitted.

6. Verification that a student did not attend the class is difficult if faculty records are maintained in Banner. Estimated 95% of faculty do not load class attendance.

RCA: Faculty are not required to upload attendance in Banner.

7. Duplicate of effort by two Assistance Registrars. .

RCA: Past decision was made to separate duties.

8. Form is paper format.

RCA: There isn't an electronic process in place.

9. Process requires all departments to review the form, even if one department has denied the request.

RCA: Not following procedures, which states if any one department denies the claim, then it is an automatic denial.

10. Paper forms are lost and have to be recreated.

RCA: Form is in paper format.

11. Student does not check their transcript for any discriminations.

RCA: Students do not follow-up to verify they do not owe funds or have a non-passing grade.

12. There aren't any notifications to the student during the process.

RCA: Since it is manual process, departments only notify the student at the end of the process.

13. Students do not provide enough information to made a decision.

RCA: Forms are missing important information in order to process the form.

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.

14. Departments make copies before passing off for next signature.

RCA: Tracking device for the departments.

15. Departments create manual logs.

RCA: Tracking device for the departments.

16. Manual notification is sent to student when they owe money.

RCA: There isn't an electronic process in place.

17. Faculty member no longer at the University.

RCA: Creates issues when trying to validate if student attended class if it was not logged in Banner.

18. Students who register early and do not proceed with payment has held that class seat over a period of time, detaining others to register earlier.

RCA: Class is held until the student drops or withdraws, or system drops them.

Analysis of the 'AS IS' process

1. Are all roles essential? **Yes**
2. What is the number of hand-offs? **13**
3. Are any steps automated? **No**
4. Iterations (how many times is process repeated in a timeframe)? **Estimated 30-35 forms a year**
5. What tasks consume the greatest amount of time? **Researching if the student attended class or not**
6. Does each task add value? **Yes**
7. What steps can be eliminated or automated? **Request the Academic Innovation Associate have the authority to approve the form and eliminate the Vice Provost signature. Form can be automated with electronic signatures and email notifications using software Dynamic Forms.**
8. What steps should be added? **None**
9. **Percentage of errors (forms returned, corrected, contacted person for corrections, etc.)**
10. % FTE and/or estimate time takes for each key role in the process.
 - Assistant Registrar #1 review -
 - Financial Aid -
 - Bursar Manager – 1 hour
 - Bursar office associate – 15 min (update manual log)
 - Financial Aid -
 - Academic Innovation Associate & Graduate school review – 30 min
 - Vice Provost Academic Innovation –
 - Registrar Analyst -
11. Metrics – identify measurable outcomes What do we expect to save (time, manual steps, paper, unnecessary reviews & approvals).

Legends

