

Lean Update

7/15/2007

Admissions (all campuses)

This lean group has been working hard to reduce the errors and improve efficiency of the application process. Changes they have implemented:

- ✚ **Automated generation of health career general admissions letters** sent to students. The change reduced letter generation time from 15 to 5 minutes per student, eliminated an enormous backlog of admissions items waiting to be sent to students and eliminated several manual steps in the process.
- ✚ In May, **Admissions Specialists on each campus were trained to process their own 'pushed' web applications** (those without errors). This change has helped reduce the wait time for web applications to be processed by approximately 2 days. Allows each campus to process online applications for their campuses in a more timely manner
- ✚ Worked with Nola Hanson to **create training documentation on how to process 'pushed' web applications**. Posted on mydmacc.edu under Banner Training
- ✚ Worked with IT to create **earlier e-mail access to new students**. Now access will be granted once a student registers (use to be week that classes started)
- ✚ **Web Extender** --Training materials were e-mailed to new users in May. New users PLEASE COMPLETE THE ONLINE TRAINING and respond Nola Hanson when complete! A reminder, licenses are limited so users will need to logout if they're not using the program.
- ✚ Worked with IT to make **changes to the web application**. Items include:
 - Adding a default to PT/FT question
 - Reformatting telephone number to reduce entry errors
 - Adding more colleges to Banner tables to speed up college verification
 - Add clarifying information to 'guest student' questions

Continuing to work on:

- Additional modifications to the web application to reduce errors
- Preparing training and documentation to train campuses to process own 'non- pushed' web applications (contain errors). Training targeted for July
- Programming to allow each campus to run own web application reports---programming done, currently in testing phase.

Non-Credit Registration

This lean group consists of representatives from Continuing Ed., Registration & Student Accounts at Ankeny. Their focus is to reduce the rework, eliminate unnecessary steps and improve the efficiency of non-credit student registrations. This group has:

- ✚ **Standardized the process for collecting registration information** within Continuing Education to ensure better accuracy and completeness before forwarding it to Registration. Previously the Registration department was forced daily to halt their registration workflow for non-credit to try and collect missing information. The change within Continuing Ed. has eliminated those stops allowing more registrations to be processed in a more efficient manner --Good job Continuing Ed.! *Next step will be to implement the checklist in other areas registering non-credit students.*

Continuing to work on:

- Looking to reduce or eliminate payment paperwork passing between Registration and Student Accounts for non-credit students

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Credit Schedule

This group involves representatives (schedulers), marketing, systems integration and distance learning. The group has recently:

- ✚ Agreed to *pilot* for a couple terms a ***new scheduling process for web delivered and web blended classes***. During this time the procedure will continue to be evaluated for effectiveness.

Continuing to work on:

- Implementation of new instructional method codes to differentiate the way course sections are delivered (i.e. ICN, Web Enhanced, Web delivered, Traditional, etc.)
- SWROT21 enhancements to accommodate instructional methods and printing efficiency
- Electronic room scheduling options, capabilities and needs
- Creation of a credit hour / required minute conversion chart for distribution to group leaders and program chairs
- Review of tabloid layout for adjustments, enhancements and updates

Bookstore

This group of bookstore representatives and faculty is working to improve the book ordering process. The group has recently:

- ✚ Created a standardized policy for adjuncts on changing book selections. First draft proposed at Joint Deans meeting on 6/13.
- ✚ Continued to track number and cost of book change requests after book requisitions were returned (*Ankeny only*).

<u>Term</u>	<u>Changes</u>	<u>Students Affected</u>	
200701	33	596	
200702	51	1043	
200703	9	180	<i>as of 5/16/07</i>

***Instructor requests account for 2/3 to 3/4 of the changes, the rest are due to added or dropped sections*

- ✚ Created written book ordering procedures for instructors (first draft). To be reviewed by district chairs
- ✚ Implemented a temporary plan to ensure timely delivery of online books to outlying campuses
- ✚ Submitted a proposal to adjust book mark-up and buyback to better align with competitors

Continuing to work on:

- Tracking book change requests after books have been ordered, student returns, online book delivery to outlying campuses
- Simplifying the book voucher system for all campuses

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SI Procurement

This group focused on streamlining the process of requesting, receiving, preparing and installing of hardware and software throughout the college. They have finished meeting and are working on completing:

- ✚ **Adding commodities to Banner requisition form**—once testing is complete anyone wanting to order a new computer or electronic equipment will complete a Banner requisition and select their desired item from a commodities table. This will provide all the needed equipment information for the requisition and for IT to order the item eliminating delays, confusion on item specifications and rework trying to collect the information from the requestor. For further information contact Tim Hager in purchasing.
- ✚ **Finalizing Open Purchase Order Report** in Central Receiving to track open purchase orders. Intended to reduce paperwork and help track status of PO for more efficient delivery of items.
- ✚ **Add default shipper to purchase orders**—intended to help the college take advantage of DMACC's special shipping discounts offered by vendors and improve service.

Now view Lean updates and project information at:

<http://my.dmac.edu/sites/Lean>.