

The Action Project Declaration

Process Mapping: Systematic Documenting of Key Processes

Institution:

Lincoln Land Community College

Planned project kickoff date:

June 3, 2013

Target project completion date:

May 29, 2014

A. Give this Action Project a short title in 10 words or fewer.

Process Mapping: Systematic Documenting of Key Processes

B. Describe this Action Project's goal in 100 words or fewer.

Research various process mapping model methodologies; determine the level of detail for documentation; identify a process mapping model suitable for replication college-wide; implement the process mapping model in the Institutional Research department; evaluate the process mapping model utility and effectiveness; make revisions to the process mapping model per project team recommendations; present a final process mapping model template along with completed IR department mapping model and documentation; provide recommendations for a systemic approach to employing the process mapping model throughout the College

C. Identify the single AQIP Category that this Action Project will most affect or impact.

The most impacted AQIP Category will be Category Six - Supporting Institutional Operations. Because written process documentation for the Institutional Research Office at LLCC will be produced, Category Seven – Measuring Effectiveness will also be affected.

D. Describe briefly your institution's motivation for taking on this Action Project now — why the project and its goals are high among your current priorities.

Development of the College's first systems portfolio has made us aware that many of the College's processes exist only by word of mouth and, as a result, are somewhat ambiguous. Some process owners struggle to communicate processes because they are not clearly defined, documented or widely understood. Furthermore, an increasing number of employees are retiring, many of whom possess a vast amount of 'institutional knowledge'. We must be able to rely on quality written documentation to disseminate information regarding our processes. Establishment of a systematic mapping of processes will (a) ensure that current operations are effective, efficient, and transparent and (b) allow for a smooth continuity of operations at LLCC.

E. List the organizational areas — institutional departments, programs, divisions, or units — most affected by or involved in this Action Project.

Institutional Research

F. Identify the key organizational process(es) or activities that you expect this Action Project to change or improve.

Documentation of college processes

G. Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion).

The length of time essential for adequate documentation of the processes within the institutional research department was the first consideration in the project schedule. The amount of time necessary for team evaluation of a proposed mapping model as well as sufficient time to thoroughly analyze the effectiveness and efficiency of the mapping model was also carefully assessed.

H. Describe how you plan to publicize and monitor efforts on this Action Project.

AQIP projects and updates are publicized across the college community via staff meetings, Lincletter (web based staff newsletter), the A-QIPS Newsletter (staff circular) and the AQIP website. Project milestones, along with team responsibilities have been scheduled on a monthly basis over a one-year timeline.

I. Describe the overall “outcome” measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals.

- A process mapping model has been utilized for documentation of Institutional Research department processes
- The implemented model has been evaluated for utility and effectiveness and modified, if necessary
- A process mapping model template, along with completed IR department documentation, has been presented to the AQIP Steering Team
- Recommendations for a systemic approach to employing the process mapping model throughout the College has been presented to the AQIP Steering Team

J. Other information

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