

Action Project Declaration

Develop a College Model to Implement One-Stop Service Areas

Planned project kickoff date: May 2007

Target completion date: First campus (West Bend) implementation/move in September 2008.

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

Create a one-stop student center model for MPTC's three campuses.

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

The District created a new project team to create a one-stop student center solution. The team has attended conferences and visited other area schools to identify best practice solutions for a new center. Members of the team will develop architectural design drawings for a new center to be created at the West Bend campus during the spring/summer of 2008. In addition, the team will create a comprehensive training solution, key performance indicators and address staffing and/or job responsibility changes required based on the conceptual model.

C. Identify the single AQIP Category which the Action Project will most affect or impact:

Although this project will touch several categories, Category Eight may be the umbrella.

AQIP Category One: Helping Students Learn

AQIP Category Two: Accomplishing Other Distinctive Objectives

AQIP Category Three: Understanding Students' and Other Stakeholders' Needs

AQIP Category Four: Valuing People

AQIP Category Five: Leading and Communicating

AQIP Category Six: Supporting Institutional Operations

AQIP Category Seven: Measuring Effectiveness

AQIP Category Eight: Planning Continuous Improvement

AQIP Category Nine: Building Collaborative Relationships

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

This project aligns well with our pursuit of a student administrative software solution that will enhance our ability to provide integrated, streamlined service to enhance student success with technologically advanced, customer-focused environment. Students expect immediate answers and solutions without connecting with multiple staff. This project became a high priority for the college because there is a commitment and a passion for

- Better services to our students
 - Comprehensive services - no run around
 - Increase the number of students
 - Increase in the needs and demands of our students
 - Increase retention
 - Consistent information
 - Answers more quickly
 - Increases in competition
 - Self-service when students want it
 - Personal service when they need it

- Better work environment for our staff
 - Less stress
 - Increased satisfaction – helping students to the end
 - More responsibility and authority
 - Improved communication
 - New skills & life-long learning environment training, documentation, shadowing
 - Become an employer of first choice

- Better management of our resources
 - Eliminate silos – strengthen relationships
 - Limited resources lead to a need for increased productivity through the use of technology—applying technology to its fullest advantage
 - Provide a model for improving services/procedures—streamline procedures
 - Eliminate non-value added paper forms and processes

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

Units within Enrollment are primarily impacted—Registration, Admissions, Financial Aid, Counseling.

- F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve:

The entire process of how a customer is served. The model anticipates that any customer interacting with One-Stop Service personnel will have 80% of their questions answered and requests processed by that one person. This will eliminate the need for a customer to

access/interface with each individual area for service. This concept will be implemented for both face-to-face and phone interactions. The model will enhance streamlining processes, removing non-value added steps, and enhance the customer experience.

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

The time for this project takes into account the bid process, working with architects, collaboration with staff, movement of facilities, communications to staff and students, and the amount of time it will take to realign staff into the new roles of one-stop and have them trained for these assignments.

H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing:

Measures will occur through customer feedback, the student satisfaction survey, processing time for various activities, quality records, etc.

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:

Success will be measured by greater customer satisfaction in services provided, reduction in response time to meet customer requests/needs, reduced data entry error rate, improved match between the talents of staff and the tasks assigned.

J. Other information (e.g., publicity, sponsor or champion, etc.): This action project is supported by the Quality Council, College Planning and Leadership Team, President, Board, as well as various other staff, and it is one of the College's focus strategies for 2007-08

K. Project Leaders (co-sponsors and contact persons):

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