

Process Transformation Quarterly Report April-June 2019

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METROPOLITAN STATE UNIVERSITYSM
OF DENVER

Process Transformation Report: April 2019-June 2019

This report intends to provide a summary of the progress and status of current process improvement projects, facilitation work and trainings.

Process Transformation Project Phases	
1. Inquiry and Scoping	4. Implementation: Experiment and Action
1. Current State: Review and Assess	5. Success: Assess Effectiveness
1. Future State: Plan and Prepare for Change	6. Sustain: Control and Maintain Changes

Quarterly Snapshot:

- Number of Current Active Process Improvement Projects: 3

Active Process Improvement Projects:

- College Completion Subgroup
- Smart Cards: Invoicing, Access
- Automatic Withdrawals, Tuition and Fees and SAP Appeals

Pending Project Requests Received:

- Training:
 - School of Social Work
 - MetMedia
- Facilitation: C2Hub Retreat
- Additional Compensation
- International and Domestic Student Travel
- Exploratory/Undeclared Students
- School of Education: Systems and processes
- Student employee onboarding/lifecycle

- **Number of Events held (Process Improvement sessions, trainings and facilitations): 21**

Program Highlights:

- Presented at the MSU Denver Professional Development Conference, hosting two introductory workshops to process improvement with a total of **44 attendees** representing **30 different areas across campus**.
- Graduated the first cohort of OpEx, Process Improvement Operational Excellence Training. Each of the 14 participants presented on their projects in the CAVEA for the campus community.
- Provided introductory Process Improvement and Change Management training to MetMedia student leaders.
- Student Employee Process Improvement Coordinator, Savannah Bustos graduated in May with a major in Psychology and minor in Business Management.

Active Process Improvement Project Update

Project Title: Automatic Withdrawals, Tuition and Fee and SAP Appeals
Phase: Future State

Goal: To eliminate the “Roadrunner run-around” for students by: minimizing confusion between offices, decreasing stress levels of students completing these forms and decreasing the amount of redundancy that overlaps with all three processes.

Sponsor(s)	Braelin Pantel, Dean of Students
MSU Denver Departments Involved	Bursars, Registrars, Financial Aid and Dean of Students
Status	Schedule conflicts have created barriers for getting the team together. The next meeting is scheduled for August 9 th , 2019. The team is building out a comprehensive platform which would enable students to be able to submit information for each of the 3 appeals at once.

Project Title: College Completion Subgroup
Phase: Implement

Goal: 975 out of 1,500 students who have applied for Spring Graduation 2019 are not on track to graduate out of 1500. The goal is to increase the number of students who are eligible for graduation and minimize the number of rollover students for summer graduation.

Sponsor(s)	Enrollment Management and Undergraduate Studies
MSU Denver Departments Involved	Undergraduate Studies, Roadways, Registrar’s Office, and Center for Individualized Learning and College Completion
Status	The College Completion group is working to summarize their findings to be shared with other working groups focused on the topic area. The summary will include data collected throughout the project and additional information regarding departmental roles and responsibilities.

Active Process Improvement Project Update

Project Title: Smart Cards Access Subgroup
Phase: Implementation

Goal(s):

1. To ensure that every employee has base access to their workspaces on their first day of employment 100% of the time.
2. Decrease the amount of time MSU Denver Access Coordinators and Access Control spend on matrix data input.
3. Standardize access levels for all departments.
4. Decrease approximately 2,000 inputs/week from MSU Denver received by Access Control down to 7 (Batch request 1x/day instead of randomly, multiple times/day)
5. Campus Bookstore to encode ALL badges to eliminate the transport step of needing to go to the Access Center for encoding.
6. Obtain student usage data: In order to gain access to student usage data, the Millennium system utilized by AHEC Access Control needs to communicate with the MSU Denver system, Banner. We need to ensure IDs are encoded (therefore connected to Millennium with Access Control) in order to be able to report this information captured by the badge readers.

Sponsor	Vicki Golich, Provost
Departments Involved	AHEC IT, Access Control and the Campus Bookstore and representatives from the following MSU Denver departments: IT, Chemistry, Learning and Development and Human Resources
Status	<p>The team has entered into the implementation phase. The following data has been collected:</p> <ol style="list-style-type: none"> 1. AHEC Access Control: Decreased the time to make changes and edits in the Millennium system from the matrix from 10 minutes/person to 1 minute/person resulting in hours saved when doing multiple updates. 2. Reported from the Department of Chemistry Access Coordinator after pilot test: Decreased the amount of time to submit access requests from 30 minutes to 5 minutes using the new standardized matrix system. Approximately 50% of all Access Coordinators have been transitioned to the new matrix system with an anticipated completion date of 11/2019. 3. All badges are now automatically encoded at the Campus Bookstore <p>Next meeting for group scheduled for 7/24/19. Meeting scheduled with Sponsor, Vicky Golich on 8/14/2019.</p>



Active Process Improvement Project Update

Project Title: Smart Cards Invoicing Subgroup
Phase: Implementation

Goal(s): The current invoicing process for Smart Card badging between AHEC, The Campus Bookstore and MSU Denver contains rework, errors and excessive transport of information and forms. The result can lead to invoices being lost and left unpaid. The purpose of this group is to eliminate the identified waste and collaboratively produce a more efficient invoicing system.

Sponsor(s)	Vicki Golich, Provost
Departments Involved	AHEC Accounting, Campus Bookstore and MSU Denver Budget and Accounting departments
Status	The new invoicing system was to be implemented as of July 1, 2019. Metrics will be collected to ensure effectiveness of the new process.

Project Title: Smart Card Student ID Cost Subgroup
Phase: Implementation

Goal(s):

1. Remove dollar and wait time costs for students associated with paying for and receiving ID badge at the Campus Bookstore where point of sale occurs.
2. Get more badges in the hands of more students in order to encourage use and access of available campus resources. (This will allow MSU Denver to track student usage and make decisions on how students are using University resources.)

Sponsor(s)	Vicki Golich, Provost
MSU Denver Departments Involved	Dean's Office, Roadways: Student Orientation, AHEC Bookstore, MSU Denver Budget Office, MSU Denver Accounting, AHEC and MSU Denver IT
Status	The new Student ID cost process is to be implemented July 1, 2019. Metrics will be collected to ensure effectiveness of the new process.

Active Process Improvement Project Update

Project Title: Budget Operations Phase: Scoping	
Goal: Pending	
Sponsor(s)	VP of Administration, Larry Sampler CFO, George Middlemist
MSU Denver Departments Involved	Pending
Status	Project was approved on 7/9/2019. Next step is to present the project to Senior Leadership, 9/2019.

Training and Coaching

Training and Coaching: Process Improvement Operational Excellence (OpEx) Training Institute PILOT

Description: Participants attend 6, 4 hour training sessions every other week learning process improvement tools and methodology, basic facilitation skills and change management concepts. Participants attend individual coaching sessions and are required to complete and present a process improvement project from their area. The PILOT launched on March 19th and will end with a celebration of completion and presentations in June 2019.

OpEx PILOT Highlights:

- Participants presented their projects during the OpEx Participant Presentation Celebration held in the CAVEA on June 12, 2019.
- The event was well-attended by representatives across campus
- Visited Denver PEAK Academy at the City and County of Denver to learn about their process improvement work and program (June 5th, 2019)

Coaching

OpEx Graduates

Training Requests

School of Social Work: Introduction to Process Improvement (Scheduled for July 18th, 2019)

MetMedia: Introduction to Process Improvement (Held June 19th, 2019)



Facilitation and Project Requests

Facilitation Requests

C2Hub Team Retreat

Description: Support the C2Hub in a facilitated discussion focused on building team cohesion, scheduled for July 16, 2019.

Project Requests

Additional Compensation (Initial request received Fall 2018 and again February 2019. This project is ready for launch now that the policies are ready for review.)

Description: Increase the effectiveness and efficiency of the Additional Compensation procedure as it aligns with the policy

School of Education (June 2019)

Description: Coaching for improved communication and project identification.

Undeclared/Exploratory Students (June 2019)

Description: Improve processes that negatively impact undeclared/exploratory students including major declaration and self-advising

Student Employee Onboarding (July 2019)

Description: Improve the experience for students by examining the student employee onboarding process.

Transfer Process (July 2019)

Description: Develop solutions that improve processes that directly impact our transfer student population.

International Student Travel (July 2019)

Description: Improving communication around the approval, storing and sharing of information for students traveling with the University.