Timeline:

Planned project kickoff date: _May 15, 2007_
Target completion date: _August, 2007_
Actual completion date: _TBD_____

Action Project Update:

A. Give this Action Project a short title in 10 words or fewer:
       Improve Application Cycle Time to Restricted Programs

B. Describe this Action Project's goal in 100 words or fewer:
       Current application cycle times for some programs that have restricted enrollments due to student waitlists run from one month to 8+ months and student applicants are sometimes not informed of their status during this time period. This project's goal is to improve the communications to all such applicants, keeping them informed of their status and demonstrating to their satisfaction that the application process is timely, user-friendly, transparent and consistent across the College. This Action Project is being conducted at the same time that the College is implementing an online application process, which may complicate this project's completion.

C. Identify the single AQIP Category which the Action Project will most affect or impact:
       The primary AQIP Category which this Action Project will most affect is Category Two: Understanding Students' and Other Stakeholders' Needs. The Action Project will also have an impact on Category Four: Valuing People, Category Five: Leading and Communicating, and Category Six: Supporting Institutional Operations.

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:
       The College has many students on restricted program wait lists that are not being well served by the current application process. A student's application is frequently the first contact with the College and too many students may find the current process is not student-friendly.

E. List the organizational areas - -institutional departments, programs, divisions, or units -- most affected by or involved in this Action Project:
       The two main units that would be affected by this Action Project are the Enrollment Center and the administrative offices of those restricted programs with student wait lists.

F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve:
       The primary organizational processes that would be improved are the **usual (hard copy)** s**tudent application to restricted programs and the online application process to the same programs. This will also include the infrastructure to accommodate hundreds of applications in a timely, efficient and consistent manner. The program offices involved have also created many processes that have developed over time, which has contributed to the lack of consistency which is desired.**

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

It was originally planned that this project would be completed by mid-August 2007, with implementation of the new application process to begin in the fall 2008 semester. However, the intervening summer and other work demands have made the original goal unattainable.

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

The monitoring efforts for this Action Plan are yet to be determined but it is expected that various outcomes will be identified. As an example, there is no way to determine beforehand how well the various software packages will interact (e.g. it is not known how the Nolij software will load the online applications from CollegeNet into the PeopleSoft enterprise resource planning software) until later in the project.

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:

The application process for restricted programs will be understood by all stakeholders and will be rated by students as being timely, accurate and user-friendly and rated by other stakeholders as being transparent, fair, consistent and dependable.

J. Other information (e.g., publicity, sponsor or champion, etc.):

Champion is Diane Walleser, Director of Marketing and Enrollment Development

K. Project Leader and contact person:

Project Team Leader is Jennifer Hoege, Manager of Enrollment Center