

Action Project 3 Charter

Enhanced Student Support Services

Opportunity for the team: The team will develop processes and procedures to provide support services which meet and exceed customer expectations.

Data that led to the selection of this project: EU's support service areas need relief from putting out fires related to complaints and to maintain focus that their everyday work adds value to their students. We have informal data that tells us we are not proactively assessing and adapting our support services to the changes in our student population and the new programs we are offering. This project will enable us to gather concrete data about the root causes of current problems and to develop a process that will require a support services assessment and continuous process improvement.

Project Scope: The team task is to:

1. Gather concrete data about the root causes of current support services problems including, but not limited to quantitative and qualitative process measures such as time students wait to be served, hours of operations, perceived quality and convenience of service by students, and efficiency of current support services. Service areas include, but are not limited to admissions, bookstore, student accounts, wellness, security, financial aid, registrar, information technology, and library.
2. Develop a plan and processes to improve support services.
3. Develop a plan and process to implement continuous improvement to our support services.

After the team is chartered it will:

- Negotiate and refine any details of the charter
- Clarify Project Components -- Due to the significant task of providing support services to all students, it will be important to identify needs for each group and separate processes and systems to continually evaluate and respond to those needs.
- Establish timelines for each phase of the project
- Design and/or obtain measurement instruments
- Collect data
- Analyze data
- Identify opportunities for improvement
- Design an implementation plan
- Recommend implementation processes
- Develop an evaluation plan
- Make recommendations for improvement

Customer Requirements: The customer is the Evangel University community, including students and other stakeholders. It is the responsibility of the University to assure all community members receive support services in a effective and efficient manner. It is important for Evangel to address this situation so that we maintain a strong focus on students' and stakeholders' needs and institutional effectiveness.

Team Selection Guidelines: The team will be limited to nine members and be led by Dorynda Carpenter. Additional team members are: Flo Byerly, Scott Crawford, Martin Mittelstadt, Sheri Phillips, Christy Rowden, Betty Schoolfield, Cathy Williams, and Dennis Wubbena.

Reporting Structure between the team and the Campus Planning Council sub-committee:

The Action Project Manager will bear responsibility to keep the team on task and time targets. The team will provide monthly progress updates to the AQIP Steering Team Liaison, Bernie Dana, who will in turn report to the EU Strategic Planning Team and subsequently Campus Planning Council. EU community members will be updated through monthly newsletters (Q-tips), web postings, voice mails, and departmental and campus-wide meetings.

Project Constraints: The team will consist of nine members who will be empowered to gather data to analyze support services and design processes to assure support service meet and exceed customer expectations as new programs, technological advances, and progressive change impact the University community.

Authority to consult experts: The team may consult with knowledgeable individuals within the University and at other institutions as needed. They may engage consultants with the understanding that any consultant that would require a fee will need prior approval of the Campus Planning Council.

Authority to change processes: The team will make recommendations to the designated AQIP contact and/or appropriate Campus Planning Council sub-committee. At appropriate intervals, the findings and recommendations will be referred to the Campus Planning Council for implementation approval.

Deliverables at the conclusion of the project: The team shall deliver the following:

1. Data regarding root causes of current student support services.
2. Comparative data identifying best practices in support services from institutions similar to Evangel in terms of enrollment, programs, and technology.
3. Recommendations for improvement in support services.
4. A plan and process to continually evaluate support services for all students.
5. An evaluation plan to measure the effectiveness of the proposed processes and plans.

Timeline for completion of the project: The team will develop time targets for each phase of the project; project completion no later than April 1, 2007.

Recognition of efforts and team accomplishments: Incremental milestones will be publicly recognized within the Evangel community through e-mails, web postings, and community gatherings. Upon completion of the project, the team members will feel satisfaction in having addressed an important issue impacting the efficiency and effectiveness of the Evangel University Community. Team members will receive recognition at the campus-wide meetings commensurate with the quality of the report.