



INNOVATION

Lean at PCC

Enrollment Management is just the beginning

Lean's Objectives

- Identify & discontinue non-valued added activities
- Results -
 - Higher Speed
 - Higher Quality
 - Lower Cost
- Changing the way PCC does business

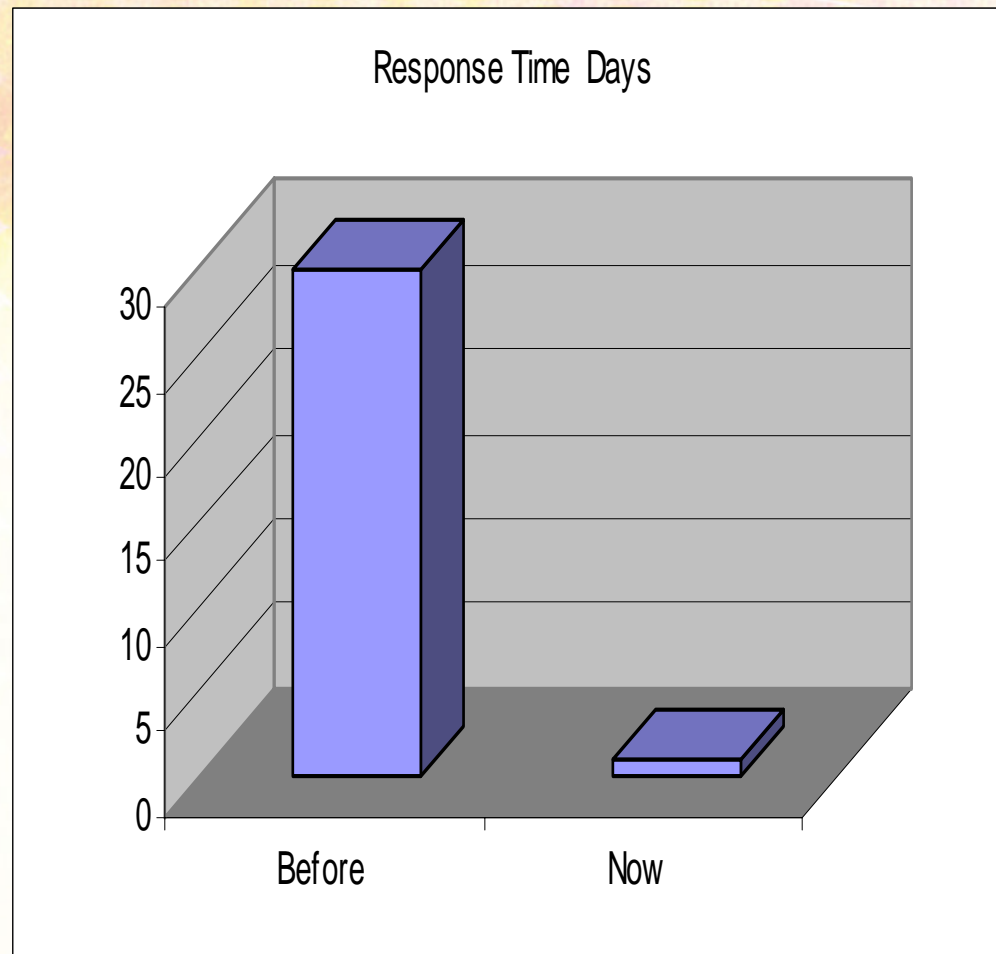
Early Results

- 1. Response Time reduced up to 97%**
 - From 30 days one day for Admissions letter
- 2. 80% time saving for Advisors**
 - Upfront transcript evaluation saves time
- 3. Forms streamlined from five to two**
 - Five different override forms to two forms
- 4. Response time reduced 99.9%**
 - From two weeks to instantaneous for alternative loans

Admissions

1. Response Time reduced up to 97%

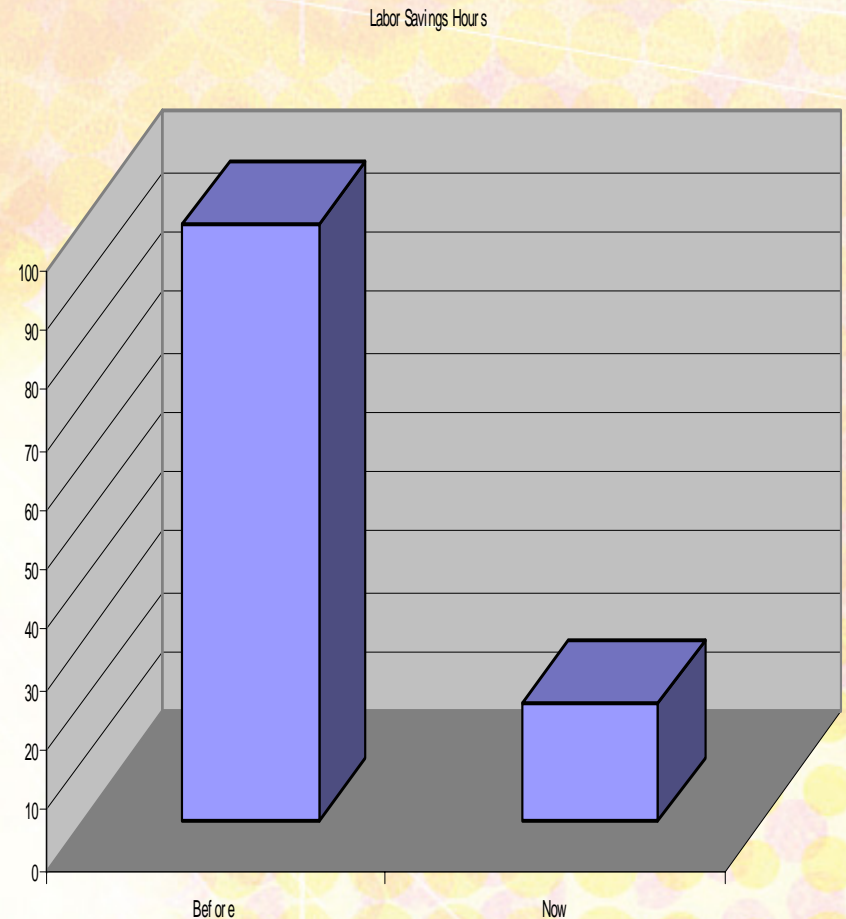
- Admissions staff reduced response time from as many as 30 days to 1 day



Advising

2. 80% time saving for Advisors & Counselors during peak service

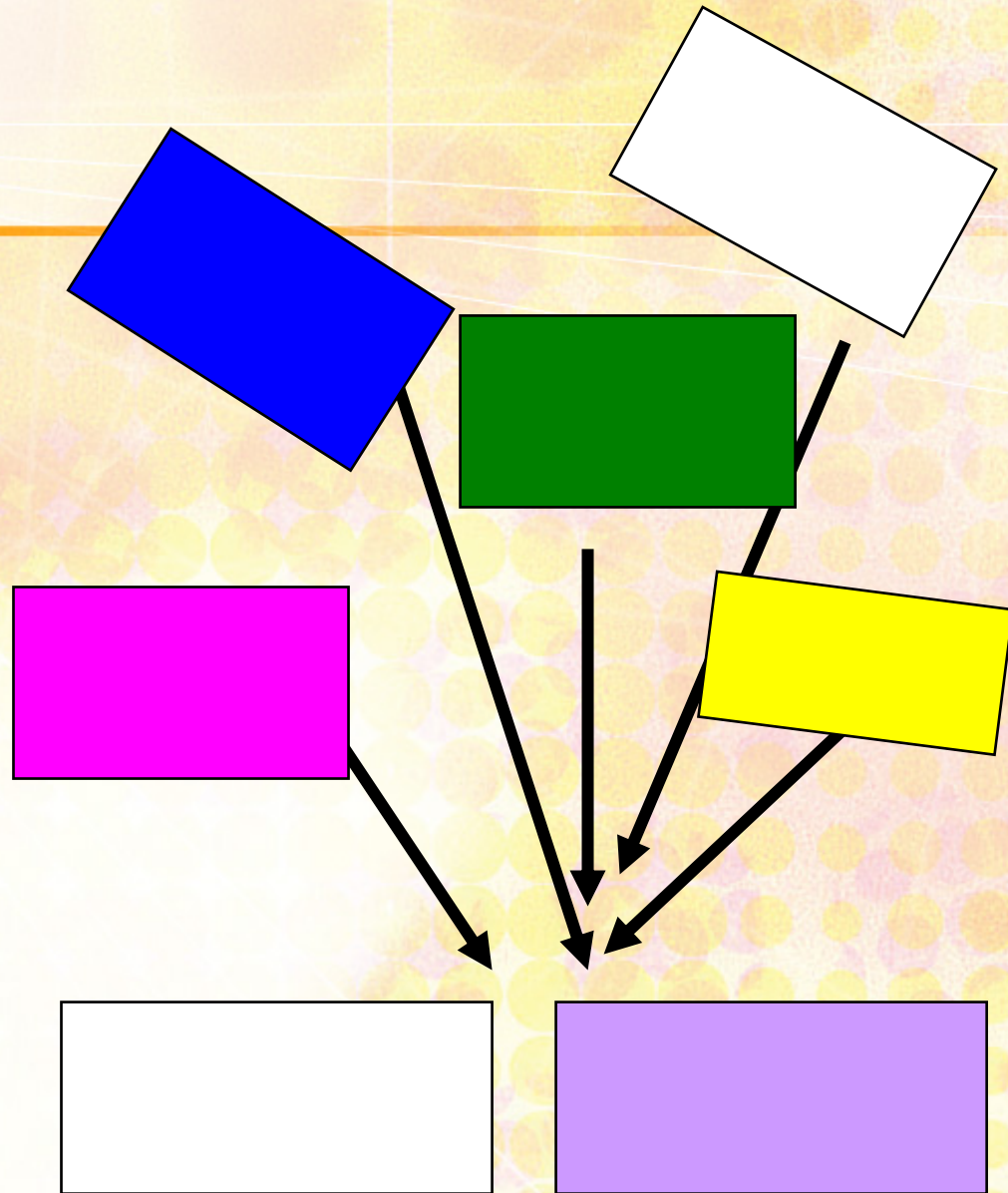
- Upfront transcript evaluation (for critical pre-requisites) saves time so staff no longer have to assist students with unnecessary overrides
- Students won't have to wait in line every quarter for the same overrides



Registration

3. Forms streamlined from five to two

- Registration reduced their five different override forms to two forms
- This provides efficient & unambiguous processing for both students & staff

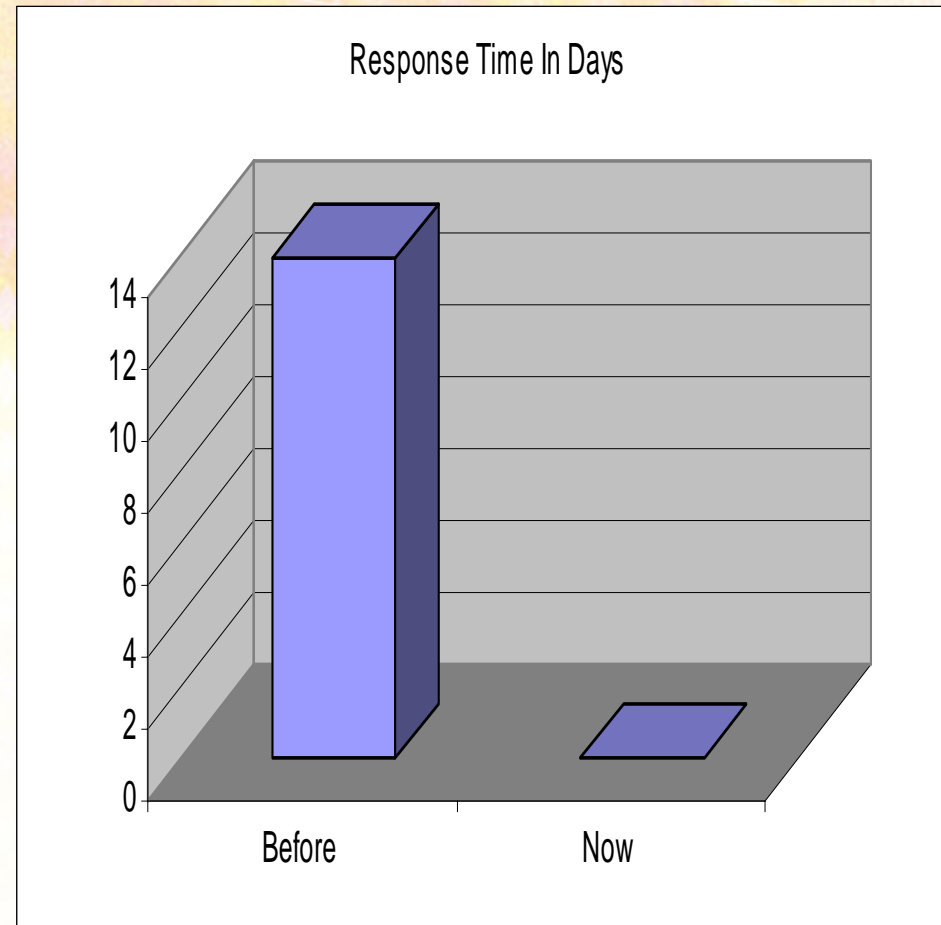


Financial Aid & Business Office

4. Response time for alternative loan checks reduced 99.9%

- Student wait time has been reduced from 2 weeks to immediate release of alternative loan checks from the business office*

*This impacts approximately 200 PCC students now but is predicted to increase dramatically.



Other Outstanding Improvements

- Admissions Letter now sent electronically so students can register immediately*
- Parking permit availability expanded from 1 location to other locations such as bookstore
- Students automatically informed via e-mail about holds on their record – can resolve problems before registration

*New degree-seeking students still need to complete New Student Orientation

Next Steps

- 50 % of identified initiatives will be completed by end of 2005 and 95% to be completed by end of academic year
- The Cabinet will select another Lean initiative to run in March 2006
 - Fill out your top three initiative ideas
 - You can lobby for a Lean initiative
 - Departments can implement their own initiative with support from PCC Lean Unit
- Track PCC's Lean impact by visiting the website - <http://intranet/titleiii>

Questions?

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