

The Lavender Path:

Removing Roadblocks to Registration

Registration and Student Accounts



The creative process

Copyright 2002 by Randy Glasbergen. www.glasbergen.com



**"I drank 40 cups of coffee to help me feel more creative!
Does hallucinating count as 'thinking outside of the box'?"**

The creative team at work



Reduce roadblocks to registration



Roadblocks

1. Multiple permission forms cause confusion for students and faculty
2. Walk-in students shuffled during application process
3. Students can't drop online when holds exist
4. Too many paths ... unclear directions

1. Multiple permission forms cause confusion

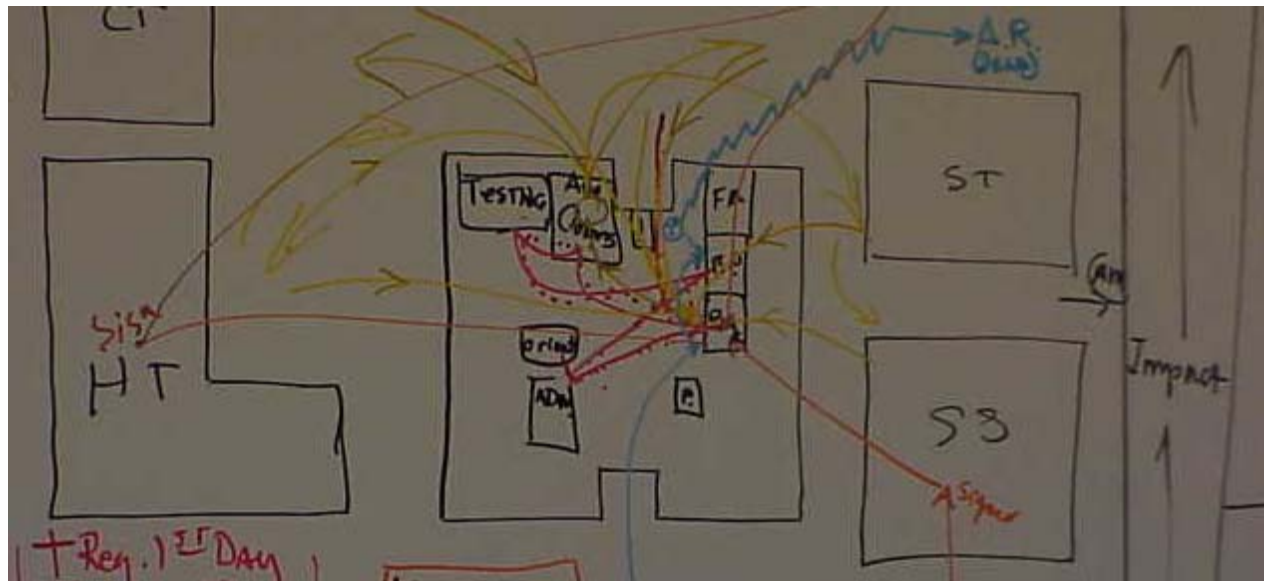
Solution: Streamline permission process

- Consolidate multiple forms into one single-use form
 - Educate faculty on use of existing online processes
-
- Who: Pam Muir
 - Cost: Minimal (print forms)
 - Date: November 28, 2005

2. Walk-in students shuffled during application process

Solution: Simplify app fee process

- Enable staff in admissions, registration and the business office to accept applications and process fees



2. Walk-in students shuffled during application process

Solution: Simplify app fee process

- Phase 1: Enable staff to post app fees
 - Grant security access to admissions and registration
 - Train business office on quick admit
 - Students required to pay online or at business office
 - Who: Dee Wilson, Barb Eby, Key staff
 - Cost: Time and talent
 - Date: November 4, 2005

2. Walk-in students shuffled during application process

Solution: Simplify app fee process

- Phase 2: Set up secure environment for staff outside the business office to accept payments.
 - Purchase additional “node” for PCC-Pay
 - Allows admissions and registration staff to accept eCheck and credit card payments with minimal risk
 - Who: Dee Wilson, ITS
 - Cost: \$2,700 one time + \$1700 annually
 - Date: December 15, 2005

3. Roadblock to online drops

Solution 1: Create online drop process

- Design online drop form
- Create secure transmission process to transmit drop to registration
 - Who: Pam Muir, Dee Wilson, ITS
 - Cost: Time and talent
 - Date: May 1, 2006

3. Roadblock to online drops

Solution 2: Hold notification process

- Send automatic eMail to students when holds are placed
 - Who: Dee Wilson, ITS
 - Cost: Time and talent
 - Date: November 30, 2005

4. Too many paths...



4. ... unclear directions

Solution 1: Unify & standardize communication to students

- Web / Schedule – task force to review online and written information
 - Who: Key Student Svcs Staff; Publications, ITS
 - Cost: Time and talent
 - Date: May, 2006

4. ... unclear directions

Solution 2: Unify & standardize communication to students

- Campus signage – Revitalize *Way Finding and Maps* committee
- Use LEAN principals to conduct cost benefit analysis
 - Who: LEAN team members
 - Cost: Time and talent
 - Date: December 31, 2005

Parking Lot Issues

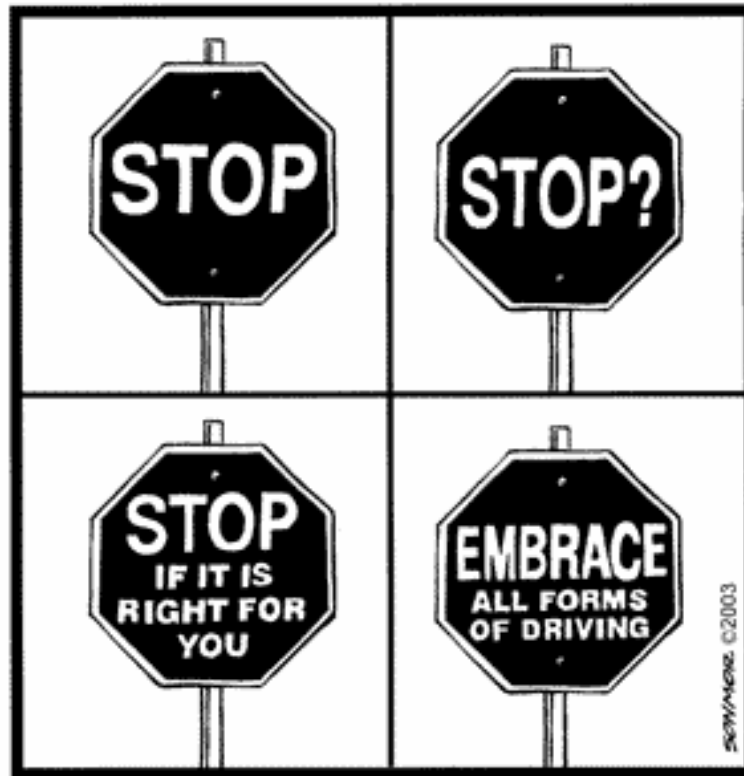


- Guest logon for MyPCC
- Refine wait-list process
- Download credit card information from electronic applications
- Add channel on MyPCC to display registration holds
- Review 180 day login expiration for MyPCC
- Better manage cross-listed classes to show correct enrollment

Parking Lot Issues



- Provide one-stop options for students



Evolution of the Stop Sign

Tough process...Sweet Results

