Using Process Mapping to Redesign the University for Students

Bridget Burns
University Innovation Alliance
Executive Director

Plan for Our Webinar

• Learn about the UIA
  • How does the UIA think about process mapping and redesigning the university around students

• Introducing Process Mapping
  • What is Process Mapping?
  • Examples of process mapping on UIA campuses
  • Types of Process Maps
  • Getting Started with Process Mapping

Learn

What is Process Mapping?

Process mapping involves creating visual workflow diagrams to facilitate a clearer understanding of a process.

Process Mapping allows a team or individual to streamline and reengineer processes via assessment of the current process and determination of where improvements can be made.
EXAMPLES OF PROCESS MAPPING ON UIA CAMPUSSES

USE OF ENROLLMENT HOLDS AND IMPACT ON STUDENTS

FINANCIAL AID COMMUNICATION TO STUDENTS

PROACTIVE ADVISING

TRANSFER CREDIT ARTICULATION

STUDENT ONBOARDING COMMUNICATION

MEDICAL WITHDRAW PROCESS
Types of Process Maps

Top-Down Flow Chart

<table>
<thead>
<tr>
<th>Timeline (optional):</th>
<th>May</th>
<th>June</th>
<th>July</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Step 2</td>
<td>Step 3</td>
<td></td>
</tr>
<tr>
<td>Step 1a</td>
<td>Step 2a</td>
<td>Step 3a</td>
<td></td>
</tr>
<tr>
<td>Step 1b</td>
<td>Step 2b</td>
<td>Step 3b</td>
<td></td>
</tr>
<tr>
<td>Step 1c</td>
<td>Step 2c</td>
<td>Step 3c</td>
<td></td>
</tr>
<tr>
<td>Step 1d</td>
<td>Step 2d</td>
<td>Step 3d</td>
<td></td>
</tr>
</tbody>
</table>

Responsibility Chart

- Responsible for Task
- Involved with Task

Block Diagram

Activity Chart

<table>
<thead>
<tr>
<th>Elapsed Time:</th>
<th>Action</th>
<th>Transport</th>
<th>Wait or Delay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>7 min</td>
<td>2 min</td>
<td></td>
</tr>
<tr>
<td>Step 2</td>
<td>5 min</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step 3</td>
<td>5 min</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>7 min</td>
<td>5 min</td>
<td>5 min</td>
</tr>
</tbody>
</table>

Work Flow Diagram

Cross-Functional Diagram

Examples of Student-Facing Processes in Education

K-12

- Kindergarten registration
- High school class registration
- College application process for high school seniors
- Daily schedule for particular student groups (i.e. high-achieving or special needs students)

Higher Ed

- Scheduling a tutoring or advising appointment
- Switching academic majors
- Financial aid processing
- Submitting form
- Application process for a selective program
- Graduation audits
Getting Started with Process Mapping

1) Select your process
2) Identify scope of process
   • Start/stop points
   • People involved
   • What can I control?
3) Decide on type of map
4) Draft “as is” process map
5) Analyze “as is” map
   • Non-value added steps
   • Gaps or potential issues
6) Redesign map to improve process

Primary Steps of a Process Mapping Workshop:

CREATE an “as is” process map of the current process of interest.

ASSESS the current process to identify non-value added steps, gaps, and potential issues in the process.

REENGINEER the current process to create an improved process.
When universities collaborate, students win.