Active Cycle (academic year): **2013 - 2014**  
Area (Department/Program): **WC Dean of Students**  
Person Responsible: **Linda Herlocker**

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<th>Plan</th>
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| **1. Goal**-principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)  
Student Affairs Process Flow: Reengineering the process flow of students through the student affairs divisions will increase efficiency and effectiveness by decreasing wait times, unnecessary or inappropriate referrals, and redundant visits; provide staff with more opportunities for targeted advisement, counseling, and services; and increase overall student satisfaction. |
| **2. Objectives**-what will be accomplished and measured  
Wait times will decrease; redundant visits will decrease. |
| **3. Measures and Findings** – How specifically measures will be conducted. How will we know the objective has been achieved?  
Measurements will be accomplished through the reporting systems of the electronic queuing and process flow software systems. |
| **4. Action Plan** – what is the implementation plan?  
The process reengineering started 03/15/13 and has continued through a series of visioning and planning sessions that will last through mid-July. From mid-May until Mid-July, the implementation plan will be drafted, to include assessment strategies. Implementation will take place beginning with the reopening of the Answer Center in mid-July and will continue in a phased approach through the end of the renovation in mid-September. Assessments and system adjustments are anticipated through the end of December. |
| **5. Achievement Summary/Analysis**-What was learned from the assessment results? What changes will you make in your initiative for the year to come? |
| **6. General Education Learning Outcome**  
Building Pathways. |
| **7. Strategic Plan Outcome** |