

Project Charter

Product/Service Impacted	English Language Learner (ELL) Data Collection & Reporting	Team Leader	Debra Solomon
Business Unit	Developmental Education, Institutional Effectiveness, Information Technology	Phone Number for Team Leader	262.564.2496
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Element	Description	Specifications				
1. Process	Collection of ELL data and reporting					
2. Project Description	Timely and accurate data collection and reporting to meet state and grantor requirements					
3. Objective	Streamline and standardize the intake, data collection, and reporting processes for ELL student records.	Metrics	Current	GOAL	% Improve.	Units
		Metric 1	Error Rate at State			
		Metric 2	Reduce wasted time and effort			
		Metric 3	Reduce error at paraprofessional/instructor level			
4. Process Scope	We will look at student data from initial intake through State report cards. This will include student demographic, educational goals and testing data entry and tracking. Data entry includes both manual and digital entry. Working back from the State report card, we will walk the process to the beginning. We will do a value stream map. The Voice of the Customer (VOC) will be identified (tentatively identified as Dean, State, and Instructors) and then guide the end results.					

5. Business Case	Current process is duplicative, manual, and inefficient. The resulting data is questionable for its accuracy. The lack of reliability in the data makes improvement difficult. The reporting process is demoralizing and inefficacious. Our current results impair our ability to secure increased funds from the State.	
6. Benefit to Internal and External Customers	For students, freeing up time with the instructors; more effective use of staff time. For the department, ability to use feedback in timely way to make program improvements. For the State, increased customer satisfaction and confidence. For the College, increased effectiveness and funding.	
7. Team members	Debra Solomon, PhD Anne Whynott Jennifer Charpentier, PhD	
8. Schedule	Project Start	November 25, 2013
	Project Charter Approved	December 5, 2013
	Current State Value Stream Map	February, 2013
	Future State Value Stream Map	March, 2013
	Project Completion	April, 2013
9. Support Required	Dean, Developmental Education Associate Dean, Developmental Education ELL Department Chair ELL Paraprofessionals Director of State Reporting ELL Instructors	