

STUDENT INTAKE, RETENTION & HIRING ADVANCEMENTS



A lean principal model allowed for the improvement of services while streamlining processes to enhance the PTC



SCOPE OF SERVICE

SIG recommended a structured approach for achieving significant improvements while moving the institution in a culture shift that embraced the lean philosophy. For each area, a business process analysis and redesign workshop was held to simplify and streamline services and enhance the PTC experience for constituencies including institutional policies, procedures, and technology enhancements. SIG also provided guidance on how ERP and related technology functionality could support the improved services.

PROJECT DESCRIPTION

During the economic downturn that affected the entire nation, Piedmont Technical College (PTC) had to redefine how to maintain its level of quality services during a time of declining revenue. The answer was to adopt lean principals based on problem-solving, empowerment of faculty and staff, and data-driven decisions to improve conditions in the following areas:

- Student intake from application to awarding financial aid
- Student retention
- Improving employee hiring and on-boarding process

BENEFIT/VALUE

In keeping with lean principals, participant teams focused on measuring their success. Quantifying results was important to the College and is considered a best practice in project management. Nearly every indicator of success exceeded expectations, and the model has been adopted and used to improve all facets of the PTC experience.