

Strategic Lean Project Report



For Reporting Period: July 1, 2015 through December 31, 2015

I. General Information:

Lead agency name: Washington Student Achievement Council
Partner agencies: N/A

Improvement project title: College Bound Scholarship Application Processing Time

Date improvement project was initiated: 9/1/2015

Project type: New Project

Project is directly connected to:	If applicable, specify the alignment:
<input checked="" type="checkbox"/> Results Washington performance measure	Goal #1 – World Class Education Goal #5 – Efficient, Effective, and Accountable Government
<input checked="" type="checkbox"/> Agency Strategic Plan – STEP UP Internal Strategic Plan	Strive for exceptional work and continuous improvement
<input checked="" type="checkbox"/> Other – Roadmap Plan to Increase Educational Attainment in Washington	Maintain the commitment to College Bound Scholarship students

Report reviewed and approved by: Dr. Gene Sharratt, WSAC Executive Director

II. Project Summary:

WSAC improved the process for processing College Bound Scholarship applications, reducing process time by 67 %. Processing time for 16,000 applications dropped from 408 hours to 135, increasing the number of applications processed from 38 per hour to 119 per hour.

III. Project Details:

Identify the problem:	The total number of students in College Bound has increased 14-fold, from 15,000 in 2008 to almost 227,000 today. Over 32,000 applications were processed in 2015, primarily by one full-time staff person. As the volume of applications increased, a reduction in processing time became necessary in order to complete the review process in the time allowed.
Problem statement:	Currently, 200 applications take 5 hours 6 minutes to process, compared to our target of 3 hours, which we want to reach by late fall of 2015.
Improvement description:	Value stream mapping process, data review, and the PDCA process were utilized for this project. Previous manual processes—such as alphabetization for filing and hand-checking for duplicate applicants—were time-consuming and have been eliminated. Applications are now scanned at the beginning of the process rather than the end, allowing for duplicate checking to be done more quickly via the electronic file.

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Customer involvement: The agency lean coordinator worked with program staff to map previous processes and identify areas for improvement. Students benefit from timely processing, which informs decisions regarding college planning. Assurance of College Bound funding has proven results in terms of middle school and high school performance, as well as transitions to postsecondary education.

IV. Project Details:

Improved process as measured by: <i>(Click those that apply)</i>	Specific results achieved: <i>(Complete the narrative boxes below)</i>	Total Impact: <i>(Actuals; Current Reporting Period)</i>	Results status:
<input checked="" type="checkbox"/> Time	Decreased the application process time for 16,000 applications from 408 hours to 135 hours, a 67% improvement in processing time.	67%	Final

V. Contact information:

Name: Betsy Hagen
Phone number: 360.753.7860

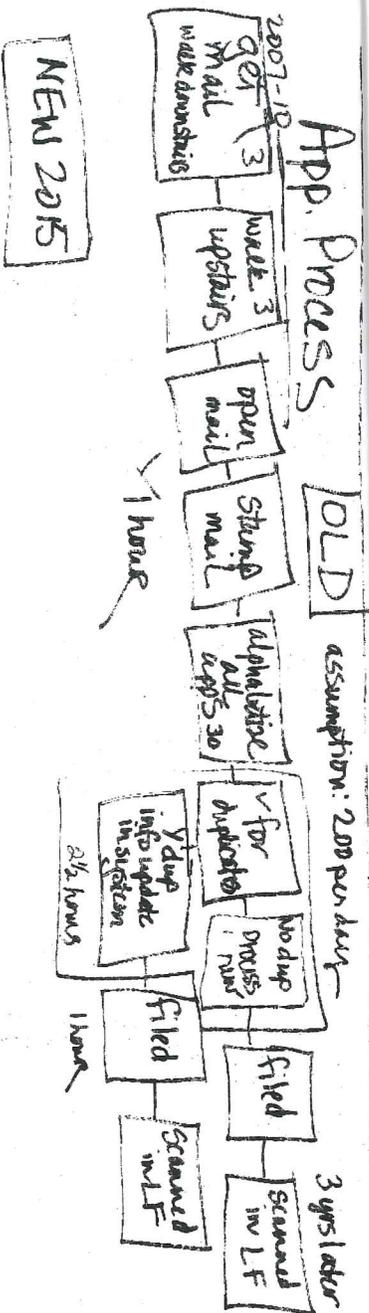
Email: betsyh@wsac.wa.gov

VII. Optional Visuals:

Attached:

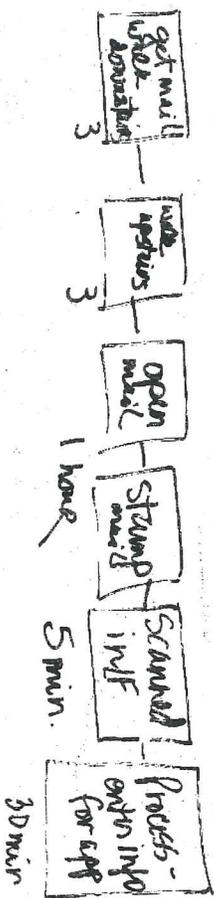
- Value Stream Map
- Monthly Data as of June 1, 2015
- Cohort Report

USFC Loan Report
 College Board
 Application Process
 Current State. Future State
 Dec 2015



Sept: ↓ apps easier to file
 thru. ↑ apps - walk-through 30K + apps to file

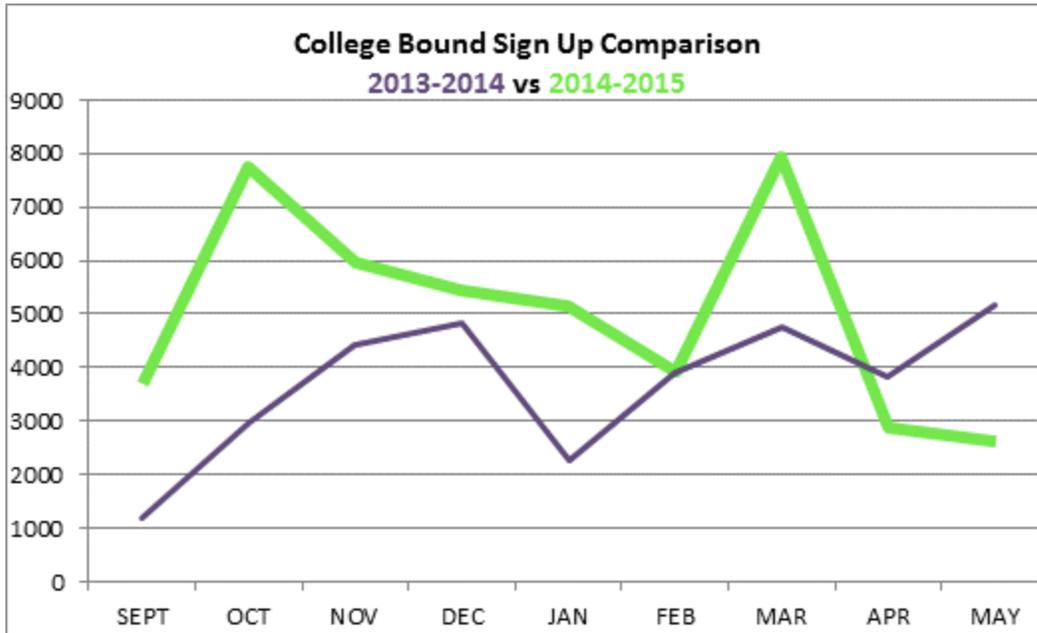
= 5 hours to min. = 306 min.
 '07-16K apps done (80)
 '15-32K apps done (160)



= 101 minutes = 1 hr. 41 min 101 min

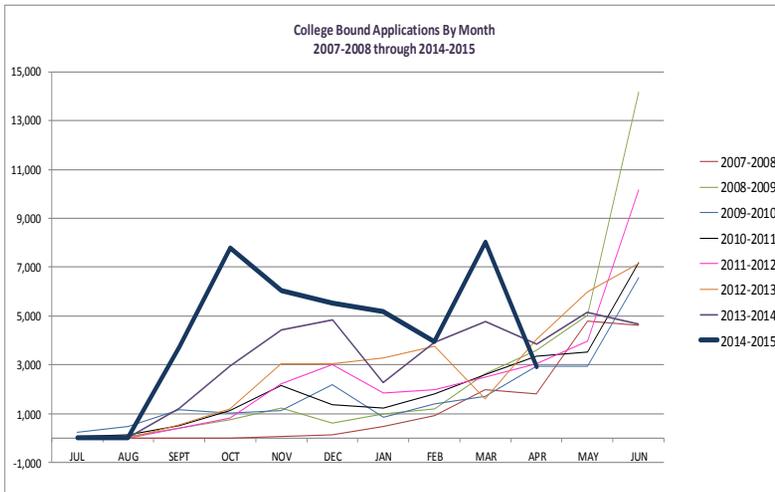
205 min saved = 3.4 hours
 pw 200

306 min x 80 = 24480 min = 408 hrs. = 2007, 16k apps
 new way
 101 min x 80 = 8080 min = 135 hrs = 2007
 (134.66) saves 273 hours
 6770 savings



Monthly Data
As of June 1, 2015

ONLINE vs PAPER	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015
Online Applications	46%	40%	27%	33%	27%	23%	47%	84%
Paper Applications	54%	60%	73%	67%	73%	77%	53%	16%



Sign-up numbers compared to last year as of May 31

		Online	Paper	Total
2013-2014	April-2014	16,501	16,822	33,323
2014-2015	April-2015	37,121	8,210	45,331
		+20,620	-8,612	+12,008

College Bound Scholarship Cohort Report

6/15/2015

Cohort	1	2	3	4	5	6	7	8	9	Total Complete By Academic Year
Expected Grad Year	2012	2013	2014	2015	2016	2017	2018	2019	2020	
Eligible Students	28,093	28,600	29,856	30,549	31,923	36,394	36,208	36,587	35,953	
Academic Year 07-08	8	7								
Complete	9,062	6,199								15,261
Academic Year 08-09	9	8	7							
Complete	6,885	9,871	11,139							27,895
Academic Year 09-10			8	7						
Complete			9,764	12,356						22,120
Academic Year 10-11				8	7					
Complete				11,042	13,269					24,311
Academic Year 11-12					8	7				
Complete					12,003	15,696				27,699
Academic Year 12-13						8	7			
Complete						13,284	18,338			31,622
Academic Year 13-14							8	7		
Complete							13,873	20,649		34,522
Academic Year 14-15								8	7	
Complete								10,150	16,880	27,030
<i>% of Total Eligible</i>	57%	56%	70%	77%	79%	80%	89%	84%	47%	
Total Sign-up By Cohort Year	15,947	16,070	20,903	23,398	25,272	28,980	32,211	30,799	16,880	210,460

