Process Improvement Team (PIT Crew)

	Participant	Area	Department/Program	Processes to be Reviewed (strikethrough denotes process completion)
1	Betty Kakiuchi	Business	Purchasing	RECEIVING, TAGGING, AND TRANSFERRED EQUIPMENT Surplus items and storage Procurement Card
2	Carlos Fletes	Business	Fiscal Services	~~Request to Hire Process~~ Chancellor's Office Tax Offset program update and monitoring Dispursment of refunds/finanical aid to students
3	John Lau	Business	Business Admin	
4	Rick Webster	Business	Maintenance/Operations	Key Management
5	Tim Nakamura	Business	Safety and Security	~~Online Purchasing of Parking Passes~~
6	Travis Gregory	HR	HR Admin	~~RTH - Revise and automate the IVC Request To Hire (RTH) form~~ ~~HR Dashboard Reports - Compile an HR Dashboard for managers / administrators~~ ~~Payroll processes – Recently transitioned to HR; analyze current and evaluate for improvement~~
7	Jeff Cantwell	IT	Application Services	Banner Access Rights/Security Improvements
8	Jeff Enz	IT	Enterprise Systems	Active Directory Maintenance and Upkeep
9	Omar Ramos	IT	Online/Print Services	~~Mail Services~~ ~~Catalog Production~~ Identity Management
10	Todd Finnell	IT	IT Admin	~~Electronics Recycling~~
11	Todd Evangelist	President's Office	IVC Foundation	Automation of Scholarship Application Process Direct Mail Campaign targeting Alumni Alumni Association Development/ Foundation Board Development & Recruitment
12	Gloria Carmona	Student Services	Admissions and Records	Phone system and incoming calls Transcript evaluation and the request process Communication to students regarding deadlines & timelines
13	Lisa Seals	Student Services	Financial Aid	Student Self-Service Paperless Filing Use of Degreeworks to calculate SAP
14	Sergio Lopez	Student Services	Student Affairs	Revisions to the Student Complaint Form
15	Ted Ceasar	Student Services	Counseling	Scheduling student counseling appointments Increase number of students with completed educational plans ~~Program Review/SAO Process Improvements~~