Bringing Six Sigma to Enrollment Management

Jacqueline Hills
Purdue University – West Lafayette, IN
Wednesday, November 13, 9:15 am
Session ID:1752
TYPE OF INSTITUTION

GREEN BELTS

BLACK BELTS
SETTING

PURDUE UNIVERSITY – WEST LAFAYETTE

Large Public Land Grant

30,000 Undergraduates
9,000 Graduates

10 Colleges and Schools

25% ENGINEERING
14% HEALTH & HUMAN SCIENCES
11% LIBERAL ARTS
11% SCIENCE
11% TECHNOLOGY
9% AGRICULTURE
9% MANAGEMENT
4% EXPLORATORY STUDIES
2% PHARMACY
2% EDUCATION
1% VETERINARY TECHNOLOGY
1% NON-DEGREE

26% DOMESTIC NON-RESIDENT

57% RESIDENT

17% INTERNATIONAL
SETTING
ENROLLMENT MANAGEMENT @ PURDUE

REPORTING OFFICES

Admissions
Financial Aid
Registrar
Analysis & Reporting

CAMPUS PARTNERS
Bursar
Student Systems
Student Success Programs
60
AND / OR
WHAT IS SIX SIGMA?
6σ

STRATEGIES
techniques

TOOLS

}  

PROCESS
IMPROVEMENT
6σ

BUSINESS IMPROVEMENT MANAGEMENT SYSTEM
60 FINDS...

HOW OFTEN DEFECTS ARE LIKELY TO OCCUR
WHY ENROLLMENT MANAGEMENT?
1. Customer Focus

2. Data Driven Decision Making
GREEN BELT CERTIFICATION
PURDUE TECHNICAL ASSISTANCE PROGRAM (TAP)

Discover Six Sigma

SIX SIGMA IS A CUSTOMER-FOCUSED WASTE AND VARIATION REDUCTION PROGRAM

Six Sigma combines a detailed roadmap (DMAIC: Define, Measure, Analyze, Improve, and Control) with powerful statistical tools to attack and resolve your most critical business issues. Successful Six Sigma projects produce measurable results and help increase your company’s skills in process optimization and continuous improvement.

Our Six Sigma training and certification programs offer a cost-effective method to train and certify in Six Sigma techniques. Successful Six Sigma projects produce measurable results and help increase your company’s skills in process optimization and continuous improvement.

Hoosier Spring

"Thanks to this training partnership with Purdue, we now have new tools and..."
CERTIFICATION PROCESS

6 CLASSES

8 HOURS

for

6 WEEKS
CERTIFICATION PROCESS

1. EXAM

2. PROJECT
STAFF SELECTION

YES

NO
ENROLLMENT MANAGEMENT GREEN BELTS

24 GREEN BELTS

13 PROJECTS
PROJECTS
FINANCIAL AID

STUDENT LOAN DEFAULT

PURDUE – WEST LAFAYETTE

- 2009: 1.7%
- 2010: 3.2%
RESULTS
ROI
SPEND AN AWESOME DAY AT PURDUE UNIVERSITY

Dear Dan,

Soak up the energy and excitement of college life at Purdue and find out what it means to be a Boilermaker.

Please join us for a campus visit this fall. We have multiple open house opportunities available for you and your family to experience Purdue University. Our student visit experience is all about you.

Saturdays with the Boilermakers

Enjoy an information fair, campus tour, and admissions session in the morning, then join Purdue students and other Boilermaker fans for Big Ten football in the afternoon. Students get a free ticket to the game; family members can buy additional tickets for $25 each (cash or check).

YOU’RE INVITED TO PREVIEW PURDUE!

Dear Dan,

The Purdue Office of Admissions invites you to our “Preview Purdue” reception where you and your family can learn more about distinctive educational opportunities at our world-class university.

Event details:
Preview Purdue in Philadelphia
12 Nov 2013 06:30 PM ET - 12 Nov 2013 08:00 PM ET
Courtyard Philadelphia Valley Forge King of Prussia
1100 Drummers Lane
Wayne, Pennsylvania

PURDUE’S FOR ME CAMPUS VISITS FOR NEW BOILERMAKERS

IT’S OFFICIAL.
YOU’RE IN. NOW VISIT

Join us for Purdue’s for Me. You and your family will get a taste of life at Purdue.

- Meet students, advisors, and faculty members.
- Explore extracurricular activities.
- Tour the campus.
- Eat lunch in a student dining court.
- Check out University Residences.

Purdue is Imagine Your Future.
TOOLS

X/Y CHART

FLOWCHART

FISHBONE

A2: X/Y Chart - Current Process

A1: Inefficient Event Communication Fishbone - Current Process
RESULTS
~ ROI
REGISTRAR XTENDER PROCESS ERRORS

STAFF PAPER FILES ELECTRONIC FILES

SCANNING TO
TOOLS

HISTOGRAM

I-MR CHART

FISHBONE
RESULTS
~ROI
WHAT WE’VE LEARNED...

SUCCESS WITH:
1. STAFF INTEREST
2. LEADERSHIP INVESTMENT
SIX SIGMA STAFF VOICED…

1. DATA TO BACK UP CHANGE

2. IMPROVED TOOLSET

3. DESIGNATED TIME
THANK YOU!

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