

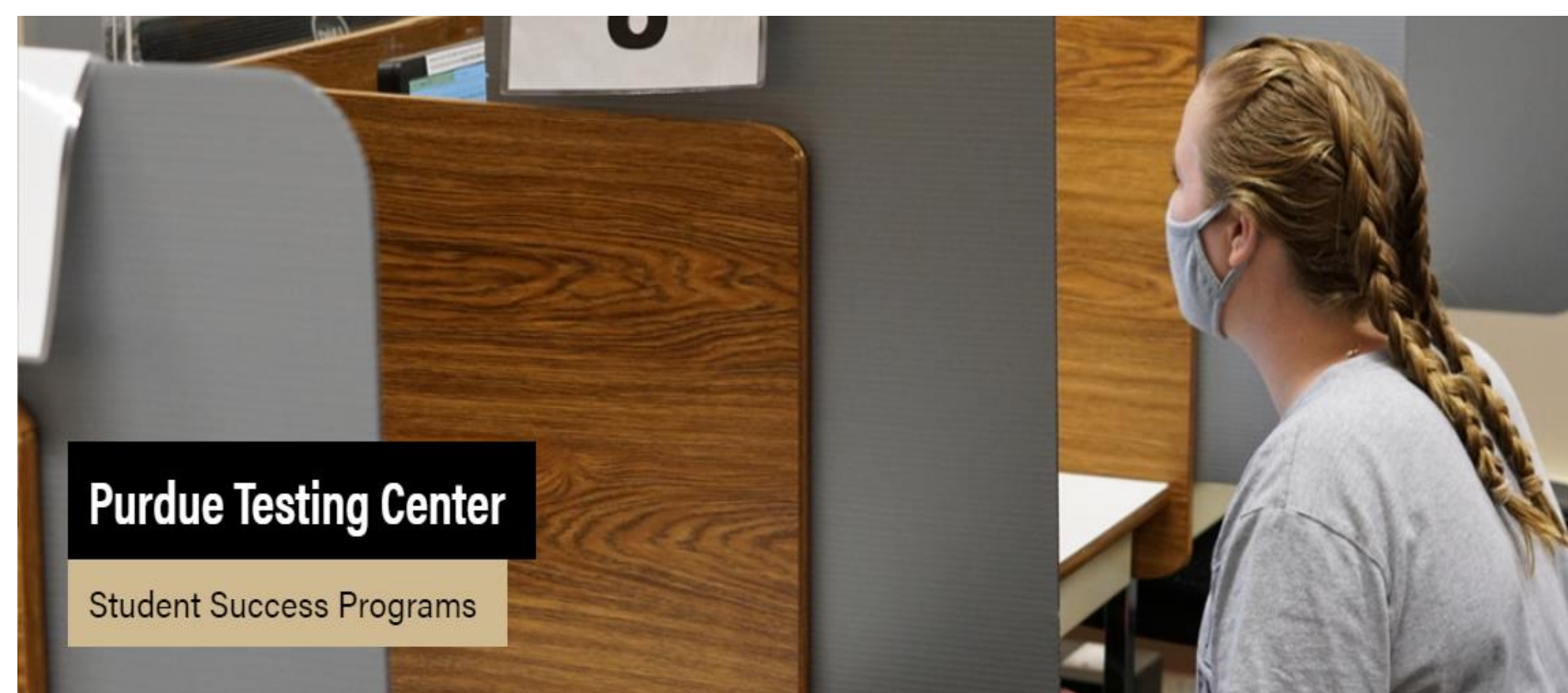
Introduction

The Purdue Student Success Program (PSSP) has requested a group of Industrial Engineers to work on a process improvement project. The project involves two organizations: Purdue Testing Center (PTC) and Disability Resource Center: Accommodated Testing Center (DRC-ATC). The mission of the DRC-ATC is to provide a service to faculty by administering their course-based exams to students who have disability accommodation regarding testing. The mission of the PTC is to help both Purdue students and the surrounding community to be able to take various performance assessments, such as the GRE.

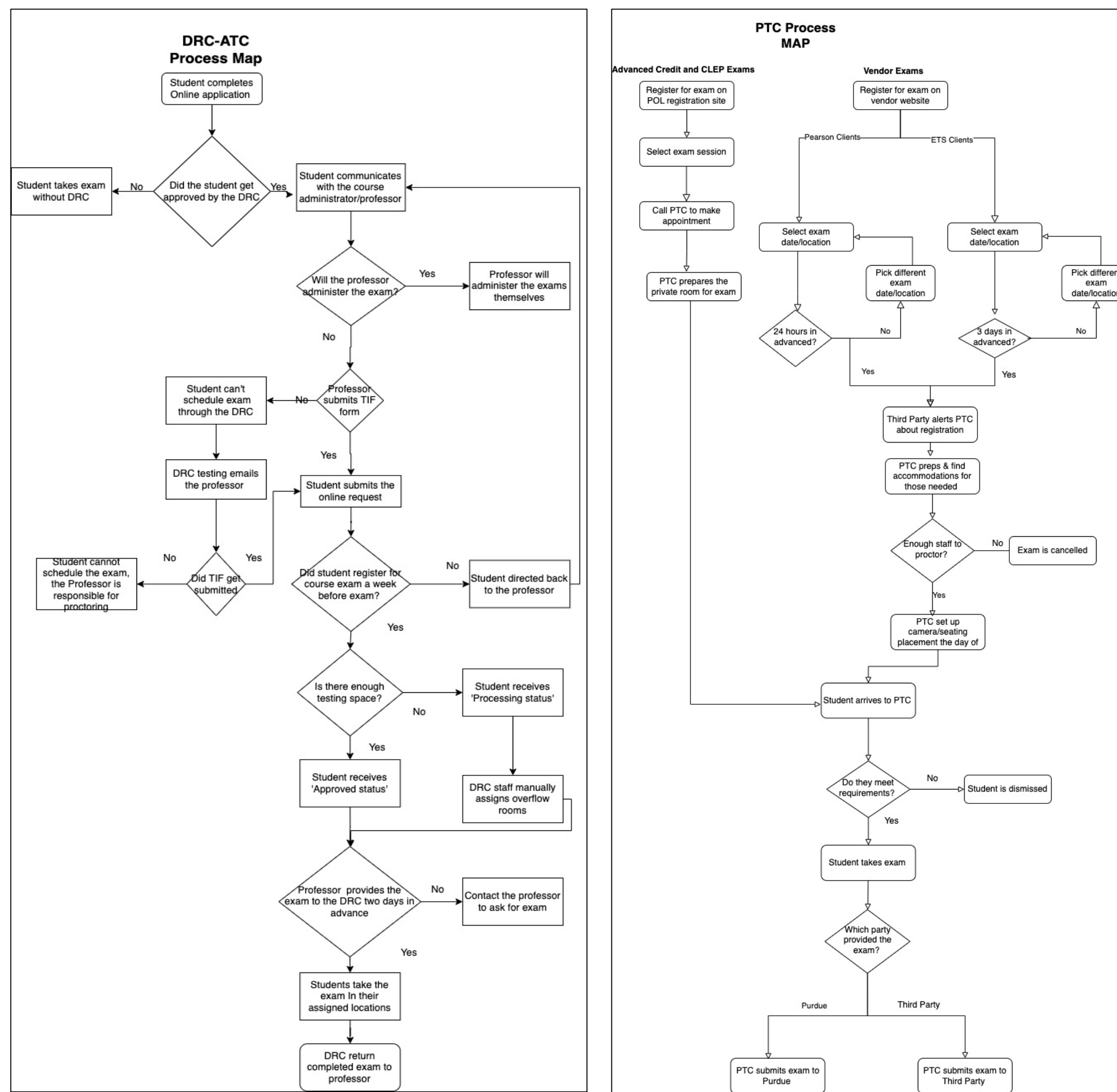


Objectives

The objective of this project is to synchronize the processes of the two centers (DRC-ATC and PTC) while making sure to optimize arrangement of spaces and resources. Additionally, the team took advantage of synergies and highlighted opportunities to consolidate spending and save time. The project does not pertain to other centers of the PSSP (such as the Orientation Program or Purdue Promise). The constraints of the project are the timeline (deadline by the end of the semester), undefined budget (both unknown and no specific amount allocated towards a particular resource), number of current staff members, and space of the facility.



Process Map



To help us understand the processes and identify areas of improvement, we developed process maps to highlight how the DRC-ATC and the PTC distribute the exams from registering students to submitting the completed exams to the correct vendors.

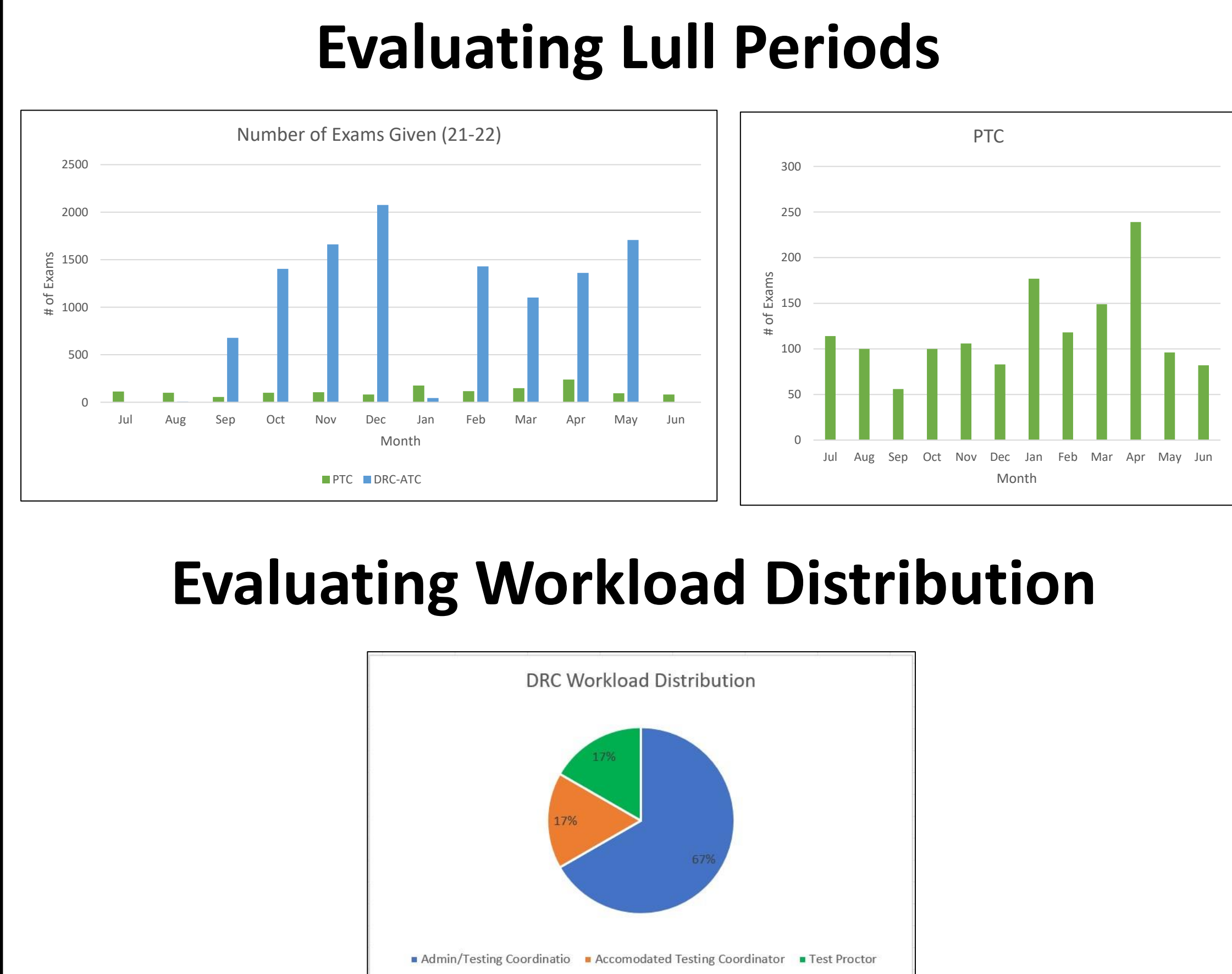
Solutions

- Primary/Secondary Roles
- Weekly Scheduling Meeting
- All-Gender & Inclusive Bathrooms
- Cross Training
- Signage
- Text Reminders
- AIM Overflow Room Function
- Marketing

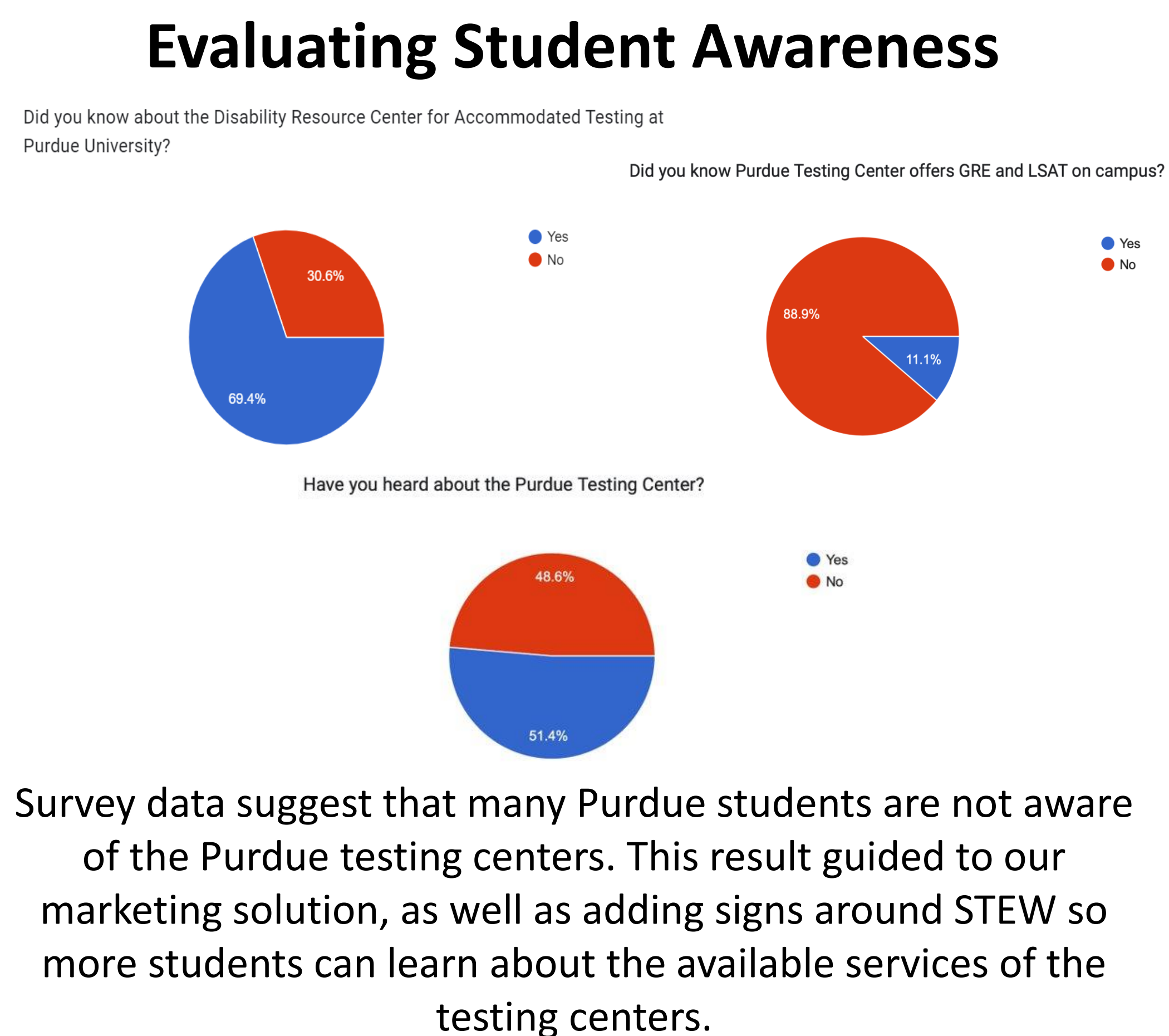
Benefits

- Roles clearly defined
- Responsibilities given to proper roles
- Save time from unfair overload
- Mutual understanding on workload
- Optimize workforce to workload needs
- Facilities that can be used for anyone regardless of gender
- Easily accessible for people with various disabilities
- Gain skills to work for both organizations
- Can cover each other in the future
- Stronger understanding and empathy for other organization
- Help students find their way to center
- Reduce student time spent lost and anxious
- Clearly distinct the two organizations
- Automatically sends reminders
- Handy for later referral
- Instant and noninvasive communication
- Eliminate need to create manual Excel sheet
- Reduce time for workload
- Easier to manage the data
- Increases collocation awareness
- Advertises services and deadlines

Data Analysis



Student Survey



Conclusion

