



DMACC Improves Electronic Communication for Greater Efficiency and Better Service

Background:

Des Moines Area Community College (DMACC), the largest community college in Iowa, has six campuses, an enrollment of 29,500 credit, 34,300 non-credit students and 2,440 employees.

Challenge:

DMACC has grown quickly over the past few decades. Technological innovations required to keep up with the growing paperwork generated by students, faculty and administration lagged resulting in mistakes and delays.

Solution:

DMACC Business Resource's (DBR) internal Lean Group initiated efforts to work with a select group of departments across DMACC campuses to develop and implement electronic forms. This on-going project has already helped the college become more efficient by identifying and replacing current paper forms (that require departments across the district to rely on internal mail or postal mail service) with electronic forms.

Results:

Agriculture-Business: The DMACC Agriculture Program is home to the National Postsecondary Agricultural Student Organization (PAS). The DBR Lean Group worked with the Ag-Business program to create electronic versions of membership and conference registration forms.

Mortuary Science: DMACC's Mortuary Science program has students from all over the United States who participate in the program electronically. Thanks to the move to electronic forms, students can complete assignments and submit required forms electronically.

Medical Office Specialist and Administrative Office Professional Programs: The DBR Lean Group taught the students how to build their own electronic forms. The class, for example, created an internship employer evaluation form that could be routed electronically to an intern's employer who could complete and submit the assessment electronically.

Human Resources: The DMACC HR department has converted close to 20 paper forms to electronic versions. Currently, HR has 10 electronic forms in production and 168 forms have been submitted electronically to date.

DMACC Urban Campus: The DMACC Urban Campus has recently adopted four new electronic forms. To date 393 forms have been submitted electronically!

DMACC Nursing Program: The DMACC Nursing Program has adopted 3 electronic forms. These forms have made it easier and more efficient to set up students with outside agencies for real life experiences.

"The dynamic forms that we've put in place have really streamlined our processes. We can get notices and/or payments out more quickly now which is great!"

- Kim Lacey, Personnel Coordinator, DMACC