VOICE OF THE CONSTITUENT (VOC)

As part of the Business Process Improvement methodology, it is important to ensure that the voice of the constituent is at the center of the process. To this end, to establish the foundations for the process mapping components of the methodology, reach out to identified constituents to gather their thoughts on the “moments that matter” to them in relation to <identified area>, as well as any other critical feedback.

# METHODOLOGY

Conduct tailored interviews with identified constituents. Identify the purpose for interviewing this group and provide a brief description of the constituents.

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| **Constituent Group:****Description of Constituents:****Purpose:** |

# SAMPLE QUESTIONS

***Faculty or Community***

General Questions

* What are daily tasks that you do with students as part of your job?
	+ Examples: (Academic Counselors) Review Degree Audits, Student Academic Records (may be screen specific); Admissions for Undergraduate/Graduate
	+ Are there specific data elements that you modify?
	+ What kind of systems do you have to access to do them?
	+ Is there anything that needs to be done by someone else before you can work on it?
* What tasks do you perform once a week?
	+ Examples: input grades, update assignments, send performance updates
	+ What kind of systems do you have to access to do them?
	+ Is there anything that needs to be done by someone else before you can work on it?
* What tasks do you perform once a semester?
	+ Examples: entering grades, building/submitting rosters
	+ What kind of systems do you have to access to do them?
	+ Is there anything that needs to be done by someone else before you can work on it?
* What tasks do you perform once a year?
	+ Examples: reporting,
	+ What kind of systems do you have to access to do them?
	+ Is there anything that needs to be done by someone else before you can work on it?
* Are your tasks constrained to only your department or across departments?
	+ Example: viewing/updating students only in your college/departments or across ALL colleges/departments
* Do you view any reports daily/weekly/once a semester/once a year? What task do you use the reports for? Do you access reports for your department/other departments/college?
* If a student comes to your desk/office, name the student systems that you need to use and what task is it used for? Most likely tasks to task that happen rarely

## Other Course Questions:

* How do you keep/maintain grades?
* How are they notified of roster changes?
* Are you required to submit midterm grades?
* Are there any methods used to contact necessary parties about students in “trouble”?

## Other System Questions:

* What system(s) do you use?
* What is your experience and satisfaction with the system(s) used?
* What pain points do you experience with this system?
* In order for <system> to solve your biggest pain points, what do you need the new system to do? What do you want to see in the future with the system? (with the work you do that interacts with the system)
* What components of your work can you do on a mobile device?
* What is currently completed on a paper form?

# Implementation Questions:

* What support do you need to help you manage and support your customers through this change? What can we do to help?

## Students

Current State

* What are the key phases or steps in the identified process?
* During the <process>,what do/did you see and hear?
* During the <process>,what do/did you think and feel?
* During the <process>,do/did you experience any pain points?
* During the <process>,what do/did you love?
* During the <process>, what were the key activities and technology used?
* What metrics would you like to be collected?
* What are the moments that matter to you during the <process>?
* Are there any opportunities for improvement during the <process>?

Future State

* What is your vision for the <process> for the future?
* As a student, what do you want for the<process>?
* During the <process>, what do you desire to see and hear?
* During the <process>, what do you desire to think and feel?
* During the <process>, what are the key activities and technology that you desire to use?
* What metrics would you like to be collected?
* What are the moments that will matter to you during the <process>?