

## Benchmark Process Form

**Question:** Who should use the *Best Practice Process* form and for what purpose?

**Answer:** RLC employees use this form to document external *best practice* benchmarking. Benchmarking includes researching exemplary practices of external institutions, discussing internal application of these practices with RLC faculty and staff, and planning for the budget implications of instituting the practices.

**Step 1 :** Complete #'s 1 - 7 and submit this document electronically to Gloria Washington in the Department of Institutional Research and Effectiveness for RLC Thunder Team's review and approval and posting on the Intranet.

**Step 2:** After approval, you will receive this document to complete #'s 8 - 11.

**Step 3:** After you complete #'s 8 – 11, please resubmit electronically to Gloria Washington.

*PLEASE NOTE: Input information in the grey highlighted areas. Boxes will expand as you type.*

**1. Briefly describe the *best practice*:** Web pages for prospective student supply valuable information/steps on admissions, advising, program, careers, transfer information, core curriculum. Pages contain more than just office numbers, hours of operation and phone numbers.

**2. How was this best practice identified (select all that apply)?**

- a. participation in a local, state, or national conference
- b. participation in the National Community College Benchmark Process (NCCBP)
- c. networking opportunity
- d. professional reading
- e. participation in consortia
- f. environmental scanning

**3. What is the rationale for benchmarking this best practice (select all that apply)?**

- a. low performance to KPI target at RLC
- b. NCCBP comparison relative standing
- c. environmental scanning
- d. other: specify

**4. Identify the institution(s) to be benchmarked:** Austin Community College, Collin County Community, Houston Community College, Central Piedmont Community College, Westchester Community College

**5. Will site visits be necessary?** Yes  No

**6. If yes, estimate the cost of the site visit?**

**7. Estimate the timeline for completion of the research:**

(STOP at this point and submit to Gloria Washington ... see STEP 1 above)

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**8. Identify the groups with whom you have discussed incorporation of the best practice:**  
Outreach and admissions

**9. What is your final recommendation (choose one)?**

- a. Adopt the best practice at Richland College.
- b. Adopt the best practice with revisions.
- c. Delay adoption while further research is conducted (estimated date: )
- d. Do not adopt this best practice.

**10. Briefly explain your decision:** Richland's web pages for prospective students need to provide additional information/steps to prospective students.

**11. SPP Goal: (select all that apply).**

- Goal #1: Identify and Meet Community Educational Needs
- Goal #2: Enable All Students to Succeed
- Goal #3: Enable All Employees to Succeed
- Goal #4: Improve Efficiency and Effectiveness of College Programs and Operations

***Date:*** 060506

***Process Owner:*** Donna Walker