

Internal processes mapping

Universidad del Norte



Agenda

1. What is the internal processes mapping?
2. Objectives
3. How we did it?
4. Results as of now (26/11/2019)

What is the internal processes mapping?

A clear map of all the steps and the involved stakeholders in the key processes of the project: attraction, access, retention and guidance.

Macroprocess	Subprocess	Activities	Description of the activities	Impact on the target groups	Responsibles
	To plan and elaborate the promotion plan of the year	Visits to university	The plan is elaborated considering the following aspects: schools existing in the data base, the academic calendar of schools, dates in which the inscriptions of the university begin and end. Every promotion assistant is assigned as the main responsible of a group of schools and activities and they are in charge on the logistics of all these activities, considering: type of event, date, time, place, city, target group, promotional materials, budget and staff training. The activities are included in the admissions activities agenda.		
		Visits to schools			
	Uninorte in your school	Visits to Uninorte	School students can spend a day at the university and information about college life, mobility opportunities and financing options is given. They meet the coordinators in a tour guided by Uninorte students and they also have time with the coordinators of the undergraduate programmes so they can learn the details of the careers of their interest.		
		Uninorte in your school	Representatives of Uninorte (undergraduate programmes coordinators, workers of the admissions department, worker of the institutional financing office and lecturer (if applies)) go to schools and give information to students about the inscription and admission process, undergraduate programmes, call for scholarships and/or financing alternatives, national and international mobility, etc.		
		POP fair	College fairs are organized where students participate in many activities in which they can get closer to the college, know the academic offer and other services offered by Uninorte. Among the activities you can find: career advisory, information about languages courses offered in the institution, etc.		

Objectives

- Complement the results of the indicators found in the SAGA survey
- Understand, in each institution, the three processes: attraction, access and guidance.
- Identify in the previous three processes, bottlenecks, deficiencies and who are involved and their roles.
- To propose, in accordance with the results of the mapping, possible improvement actions / adjustments in the three processes that lead to the achievement of the project objectives.

How we did it?

- Instructions given by Alessandro Bello, project consultant for the process mapping, via videoconferencing, for the elaboration of mapping .
- Uninorte designed a template for the process mapping.
- Uninorte provided an example, as an illustration, for the use of the template.

Results as of now (27/11/2019)

The following universities submitted their map of internal processes before the deadline:

1. Universidad del Norte
2. Politecnico di Torino
3. TU Dublin
4. Universidad Técnica del Norte
5. University of Oulu
6. Universidad de Costa Rica
7. Universidad de Guadalajara
8. Universidad de Salamanca
9. Universidad Particular de Loja

But also these other have already submitted them

10. Instituto Tecnológico de Costa Rica
11. Universidad Tecnológica de Bolívar



Vigilada Mineducación



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