Internal processes mapping

Universidad del Norte



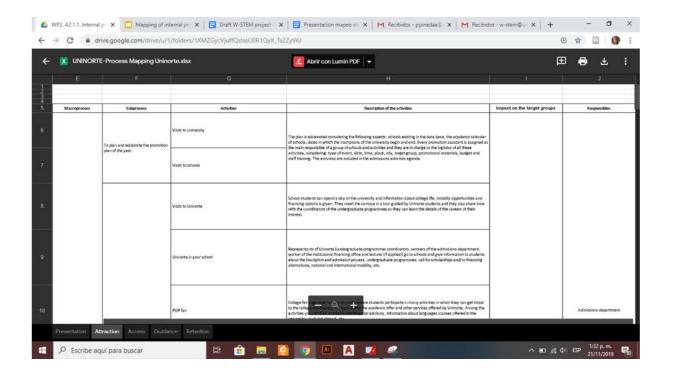


Agenda

- 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.



Objectives

- Complement the results of the indicators found in the SAGA survey
- Understand, in each institution, the three processes: atraction, 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 if 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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