IAT / LS | Class Convene Management — As-Is Experience Map

Awareness & Initiation

STAKEHOLDERS & AS-IS PROCESS

1 CeTARS Program Analyst reviews final **Student Input Plan (SIP).**

Student Input Plan (SIP) — CeTARS Program Analyst

TECHNOLOGY

**See Key for further technology tools definitions.*

Microsoft Teams for virtual meetings

Email Communication

EMOTIONS

Confusion: Unclear responsibilities and coordination gaps.

Frustration: Delays in getting everyone aligned.

Cautious Optimism: Initial steps taken toward improving the process.

PAIN POINTS

TRANSFORMATION OPPORTUNITIES

Schedule Planning & Validation

STAKEHOLDERS & AS-IS PROCESS

2 CeTARS Program Analyst discusses and creates the **schedule recommendations**, and the schedule recommendations message via a manual spreadsheet and informal conversations.

Schedule Recommendations — CeTARS Program Analyst

3 Course Curriculum Model Manager reviews course schedule message to ensure feasibility within available resources.

Reviews Course Schedule Message — Course Curriculum Model Manager

TECHNOLOGY

Excel for schedule tracking

Email Communication

EMOTIONS

Stress: Managing multiple scheduling variables.

Overwhelm: Manual processes feel tedious.

Relief: When feasible schedules are validated.

PAIN POINTS

2

- Coordination and communication by email across multiple departments can cause delays.
- Spreadsheet-based scheduling prone to errors.

TRANSFORMATION OPPORTUNITIES

Integrated Scheduling System

Populate a schedule early in the process and then send the schedule to appropriate personel for review, comments, and send forward.

Schedule Communication & Adjustments

STAKEHOLDERS & AS-IS PROCESS

4 Officer in Charge receives and reviews recommended schedules and ensures feasibility within available resources and sends to Course Supervisor.

Reviews Recommended Schedules — Officer in Charge

5 Course Supervisor reviews recommended schedule and determines if the schedule can be supported.

If the Recommended Schedule can be supported the **Class Convene Schedule is created.**

Otherwise, the Course Supervisor documents the schedule limitations: unavailable resources, instructor, or facilities.

Class Convene Schedule Created — Course Supervisor

TECHNOLOGY

SharePoint for document sharing

Email Communiction

EMOTIONS

Frustration: Misalignment between learning centers.

Uncertainty: Awaiting feedback and approvals.

Satisfaction: When schedules align with operational needs.

PAIN POINTS

4

- Differences in process between large and small learning centers.
- Limited system access for learning sites.

5 Final approvals taking longer than expected.

TRANSFORMATION OPPORTUNITIES

Define standard processes across different types of learning centers.

Provide role based system access for learning site personnel to review and comment on schedules directly.

Conflict Resolution & Finalization

STAKEHOLDERS & AS-IS PROCESS

6 Officer in Charge reviews the Class Convene Schedule and then creates **Class Convene Schedule Request**.

Officer in Charge also addresses the schedule conflicts: unavailable resources, instructor, or facilities

Class Convene Schedule Requested — Officer in Charge

7 Course Supervisor evaluates feasibility of proposed changes and provides final input.

Evaluation & Input — Course Supervisor

8 Course Curriculum Model Manager receives and **reviews the Class Convene Schedule Request.**

Reviews Class Convene Schedule Request — Course Curriculum Model Manager

TECHNOLOGY

Microsoft Teams for collaboration

Excel for conflict tracking

Email Communiction

EMOTIONS

Anxiety: Conflicts might delay scheduling.

Frustration: Lack of clarity in conflict resolution.

Confidence: Once resolutions are finalized.

PAIN POINTS

7 No real-time collaboration in scheduling adjustments.

TRANSFORMATION OPPORTUNITIES

Implement a standard process to document schedule limitations.

Schedule Implementation & Documentation

STAKEHOLDERS & AS-IS PROCESS

9 CeTARS Program Analyst reviews the Class Convene Schedule Request. And then, **loads the schedule into the CeTARS system** for A School, C School, and other formal trainings.

Reviews and Loads Schedule into CeTARS — CeTARS Program Analyst

10 CeTARS Program Analyst validates final schedule and creates a **notification for final Class Convene Schedules to stakeholders**.

Final Schedule Notification to Stakeholders — CeTARS Program Analyst

TECHNOLOGY

CeTARS for final schedule integration

SharePoint for final documents repository

Email Communiction

EMOTIONS

Relief: Final schedule is confirmed.

Satisfaction: Smooth execution of the schedule.

Frustration: Delays in approvals.

PAIN POINTS

9 Variability in schedule creation (Bulk Entry vs Draft Scheduler).

TRANSFORMATION OPPORTUNITIES

Schedules can be loaded earlier in the process and sent to all the appropriate personnel in the center.

Automated timeline reminders for loading schedules.

Automated process for final schedule load process and notifications.

TECHNOLOGY TOOLS KEY

CeTARS
(Corporate enterprise Training Activity Resource Systems)
Executes the scheduling and tracking process based on structured workflows.

SharePoint
(Document Repository)
Stores critical documents, training policies, and schedules.

Email
(Communications)
Used for formal approvals, notifications, and schedule confirmations.

Excel
(Conflict Tracking)
Helps track scheduling conflicts, and noting issues that arise during class convening.

Microsoft Teams
(Collaboration)
Enables real-time collaboration among program analysts, curriculum managers, and school houses for immediate adjustments.