

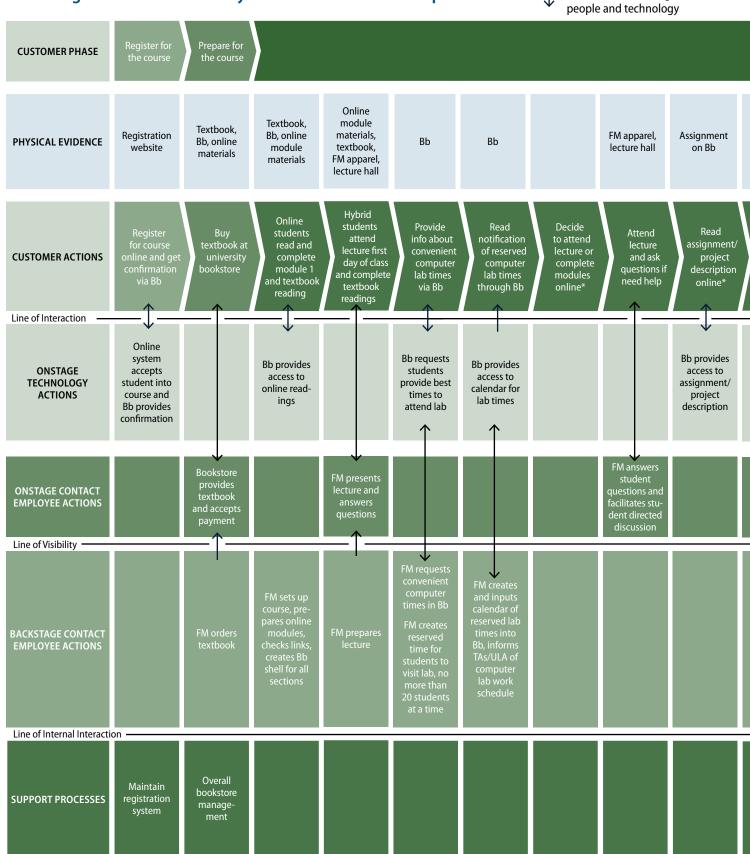
Take the course					Complete the course	
Lecture hall, FM apparel, assignment collection box, technology, slides	Lecture hall, FM apparel, assignment collection box, technology slides	Lecture hall, TA apparel, exam	Computer lab, TA apparel	FM's office and apparel	Lecture hall, TA apparel, final exam	Course website with grades
Class time wasted by turning in/getting back hard copies of assignments and exams			Time wasted waiting in line to see TA			
Attend 2nd class, listen to lecture, turn in hard copy of assignment by putting it in a box by last name*	Attend 3rd class, listen to lecture, pick up folder from box to get graded assignment with feedback*	Receive, take, and turn in exam and show ID**	Go to TA office hours in the computer lab, wait in line and get help	Go to FM's office hours to ask question about grade and pick up assignment from a missed class	Take common final with students from all sections, receive and take exam, turn in exam and show ID	Check final grade online
						Course website provides grades
FM delivers lecture Graders take boxes from classroom	FM delivers lecture Graders take boxes back to classroom	TA proctors exam and collects exams from students	TA holds office hours in computer lab and answer students' questions	FM meets with student, answers questions, and passes back assignment	TAs handout final exam, check student ID, and collect finished exam	FM posts grades online and sub- mits to ASU
FM prepares lecture Graders grade assignments and input grades into spreadsheet	FM prepares lecture TAs manage graders	FM prepares exam; FM sends exams to UTS TA inputs grades into speadsheets			Sends scantrons to UTS	TA inputs grades into spreadsheet and gives to FM
Overall classroom support	Overall classroom support	Overall classroom support Scantrons are graded by UTS and sent back to TA	Maintain computer system		Create and maintain course website and computer system Scantrons are graded and results are sent back to TA	Grades recorded on student transcripts

^{*}Repeat process for 12 assignments during semester.

^{**} Repeat for 3 inclass, non-final exams during semester.

Redesign to an online and hybrid course service blueprint

 Indicates interaction between customer and the organization's people and technology



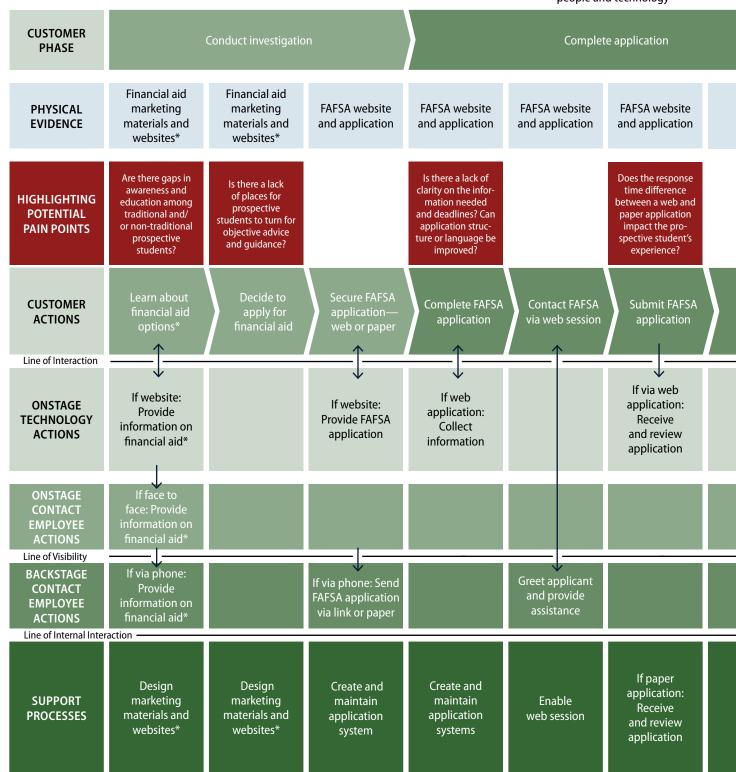
Bb = Blackboard FM = Faculty member TA = Teaching assistant ULA = Undergraduate learning assistant UTS = University testing services Note: To minimize complexity, vertical arrows are not included for support processes.

system

^{*}Multiple self-guided learning assignments, major projects, and online exams

Financial aid process service blueprint

Indicates interaction between customer and the organization's people and technology



^{*}From high schools, universities, and other sources.

Note: Various support processes span the blueprint, including human resource and training management and database creation and maintenance. To minimize complexity, vertical arrows are not included for support processes.

	Receive and review packages			Evaluate	Complete renewal	
FAFSA website and application web or paper	Award letters	Award letters	Revised award letter(s)	Net price financial aid calculators	Final award letter and deposit paperwork	FAFSA website and application
	Oo non-standardized awar etters lead to confusion fo prospective students?		Does timing in finalizing tuition lead to inefficiencies and prospective student confusion?	Do non- standardized net price financial aid calculators lead to prospective student confusion?	Is there a lack of places for prospective students to turn for objective advice and guidance?	Do annual changes in financial aid offerings and/ or criteria lead to negative student outcomes?
Revise and submit FAFSA application if needed	Receive award letters from select schools	Contact schools with questions or to discuss award letters	Receive revised award letter if necessary**	Find and use net price financial aid calculator for select schools	Decide on school and make deposit	Repeat process in future years
If web application: Accept application and send to select schools				Provide information based on data entered		
		If face to face: Greet applicant and discuss award				
		If via phone: Greet applicant and discuss award				
If paper application: Accept application and send to select schools	Match financial aid application to admissions file, review file, prepare award package, and send letter to applicants		Finalize tuition for upcoming academic year Revise and send award package if necessary**	Create and maintain net price financial aid calculators	Accept deposit and enroll student	

 $[\]ensuremath{^{**}}\xspace$ Due to discussion with schools' financial aid personnel or change in tuition after the original award letters were sent.