

A decision framework provides consistent fact based approach to opportunity evaluation

The introduction of a process moved from intuition based decision making to a fact based approach

Overview

The post secondary institution had grown to serve 3800 learners including full time diploma programs and continuing education. This growth came through expansion into new program offerings and the accompanying facilities and resources to provide them. These additions were made with limited finances and decisions between many competing options, resulting in a mix of successful and unsuccessful outcomes.



Company Bio

A post secondary education institution in Alberta specializing in Agriculture.

The Challenge

The challenge in selecting where to invest the limited finances and resources presented a challenge for decision makers in choosing new programs and facilities. Some past decisions had failed to consider important factors and resulted in costly facilities or programs with limited benefit to the greater community. The leadership team was hesitant to proceed with new initiatives without having data to back the decision and a variety of criteria included in the comparison of various options.

20 Stakeholders from across the institution

7 Decision criteria areas

30 Quantifiable ranking questions

The Solution

Using Raven Bay's Workshop and Roadmap methodology we met with over 20 stakeholders from the college to understand their unique perspective on what should be considered for institutional decisions. With this in mind, we formulated a framework that included the process to work through the institution's biggest decisions. We added governing documents and defined the necessary interactions to take place throughout the evolution of an idea to a decision point.

The Results

The resulting framework outlined how ideas arising from students, faculty, and the community at large would be properly defined and evaluated. We outlined evaluation criteria along with guidelines to help quantify and rate opportunities for comparison. As a test of the framework we aided in the pilot of two past decisions, including both a positive outcome and another that had not had the desired results.

"With the right mix of processes and practices, decision makers can involve the right people, build consensus, and secure the commitment needed to ensure speedy execution."

Mckinsey¹