Organizational Excellence
UNIVERSITY OF SOUTH CAROLINA

2025-26 Application: USC Improvement Leader Program

Please complete this application together with your department head.
Email your completed application to Olivia Cable (cableo@mailbox.sc.edu) by 5 p.m. July 31.

Applicant	
Name	
Job Title	
Department*	
USC Email	
Phone	

Department* Head	
Name	
Job Title	
Department*	
USC Email	
Phone	

* Department, Division, or College/School as appropriate

Tell us about yourself

1. Why do you want to participate in the USC Improvement Leader Program? (up to 200 words)

2. Briefly describe a project or initiative where you used facilitation, change management, and/or project management skills – and describe the results. (up to 200 words)

Early in the program – after you've learned some important basics – you'll develop an improvement project for your work area. You'll work on the project between our learning sessions, and Office of Organizational Excellence staff members will provide individual guidance along the way.

Think of two ideas for projects that could improve things in your department. Discuss these ideas with your department head to make sure they support them.

Describe your ideas following the prompts below.

Tell us about your potential projects

PROCESS IMPROVEMENT

3a. Describe a process in your unit that could work better. Why does this process need to change? Who is affected by this process (like your colleagues or the people you serve)? How could making it better help them? (up to 150 words)

Here are signs that a process needs to be improved:

- Delays, rework, and overwork come up in conversations about the process

- Incoming forms or other inputs that feed into the process are often incomplete or inaccurate

- People who count on the process are frequently frustrated

- There's agreement that the process can be more efficient and effective for everyone

RESOURCE OPTIMIZATION

3b. Describe a function, service, or program in your unit where you see duplication, resources not being used well, or a lack of coordination or collaboration. Why does this need to change? Who is involved in doing the work and who is served by it? What are some things you hope would be better if this were improved? (up to 150 words)

Here are signs that resource optimization is needed:

- Multiple areas are doing similar things, often in different ways

- Areas involved in the same service don't fully know what each other is doing

- It's not always clear where to go or who to contact

- There's a need to streamline, simplify, and clarify roles

To be completed by the department head

4. In what ways will the applicant and the department benefit from this program? (up to 150 words)

Participation agreement

By entering their names below, the applicant and department head confirm the applicant's commitment to:

- Attend all learning sessions (16 hours over six months – see below for session dates and times)
- Lead an improvement project (about 30 hours)

After completing all eight sessions, participants will receive an Improvement Leader Program Certificate in recognition of the knowledge, skills, and tools they've gained to lead improvement efforts and drive meaningful results.

Type first and last name for signature:

Applicant

Type first and last name for signature:

Department* Head

* Department, Division, or College/School as appropriate

Date		Date	

Key Dates:

- **Deadline for applications:** July 31, 2025, by 5 p.m.
- **Notification sent to applicants:** Week of August 5
- **Learning sessions – required for all participants**
  1. Wednesday, September 10, 2025 • 2:00 - 4:00 p.m. (in person)
  2. Tuesday, September 23 • 9:00 a.m. - noon (in person)
  3. Wednesday, October 1 • 9:00 a.m. - noon (in person)
  4. Thursday, October 23 • 1:30 - 3:30 p.m. (in person)
  5. Friday, November 14 • 2:00 - 3:30 p.m. (Teams)
  6. Tuesday, December 9 • 2:00 - 3:30 p.m. (Teams)
  7. Friday, January 9, 2026 • 9:00 - 10:30 a.m. (in person)
  8. Thursday, February 12 • 9:00–10:30 a.m. – Closing ceremony
- **Project presentations in March 2026**

Email completed application to:

Olivia Cable, Administrative Coordinator
Office of Organizational Excellence
cableo@mailbox.sc.edu
803-777-9053

Direct questions to:

Stacey Bradley
University Organizational Excellence Officer
Office of Organizational Excellence
sbradley@sc.edu
803-777-3836