

## Action Project

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<b>Submitted:</b>	2007-01-30	<b>Telephone:</b>	563 425-5284
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### Timeline:

Planned project kickoff date: 09-27-2006

Target completion date: 08-31-2007

Actual completion date: --

A. Give this Action Project a short title in 10 words or fewer:

Jenzabar Internet Campus Solutions Implementation

B. Describe this Action Project's goal in 100 words or fewer:

The primary goal of this action project is to provide a single point of access to e-learning, communications, and community building applications via a web-based application to all faculty, staff, students, and alumni. As a result, e-learning will be enhanced by providing tools to create class groups, by creating file cabinets containing course material, and by keeping students and faculty connected at all times. Communications can be better leveraged through the use of Web mail and a shared calendar system. A community experience can be enhanced by the use of chat sessions, bulletin boards, and the ability to send announcements.

C. Identify the single AQIP Category which the Action Project will most affect or impact:

Primary Category: Measuring Effectiveness

D. Describe briefly your institution's reasons for taking on this Action Project now -- why the project and its goals are high among your current priorities:

The University has discussed the pressing need to provide e-info to stakeholders. It has been noted that many schools have a portal system in place, and entering freshmen are already accustomed to being provided with information. The need has been backed by funding and board approval, and specifically identified in the technology enhancement section of the University's strategic plan.

E. List the organizational areas - institutional departments, programs, divisions, or units -- most affected by and involved in this Action Project:

While all areas at the University will be affected by and involved in this Action Project, there are some departments that will contribute a larger amount of resources: Computer Services Team, Registrar's Office, Business Office and Faculty (through the Learning Management System component).

F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve:

The key organizational processes this Action Project will improve are listed below. Faculty will have the ability to enter grades online, view faculty schedules, and provide access to their advisee roster. Staff will be able to view employee information, and have requisition entry and general ledger account lookup capabilities. Students will be able to view course history, degree audits, grade reports, and will be able to register for classes. Alumni will have the ability to provide online giving and will be able to view contribution history.

G. Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion):

The items listed below follow a logical flow and each must be done before the next in order for the project to continue to completion. Implementation planning occurred from 9/27/06 to 10/16/06, and JICS installation was completed on 10/17/06. JICS administrator training followed from 10/25/06-10/26/06. The University is currently

undergoing multiple CRM configurations (12/05/06-01/25/07), which precede the group beta testing (02/01/07-04/30/07). Analysis of feedback and problem troubleshooting will occur from 05/01/07-08/01/07, and the system will be live on 08/20/07.

H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing:

The Project Leader will report monthly to the AQIP Steering Committee (a group of the University's primary decision-makers), and opportunity for feedback and ideas will be given. The specific timeline will be able to be monitored at all steps of the process.

I. Describe the overall "outcome" measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals:

Installation and configuration of the main components, the CRM components (student, faculty, staff, alumni, etc.), will be followed by training. At the conclusion of all training sessions, the vendor (Jenzabar) provides a written report document to the University. At that point, the University makes an assessment as to whether the objectives of the installation were met; Jenzabar will be an active participant in this assessment and will provide feedback, input, and answers to any remaining questions. In addition, logs will be generated based on usage of the Jenzabar platform; these logs will be analyzed to determine usage. Usage of the system by faculty and staff will inherently create a single point of access to e-learning, communications, and community building applications. Lastly, a reduction in the lengths and complexities of processes such as posting grades and degree audits will be measured.

J. Other information (e.g., publicity, sponsor or champion, etc.):

Jenzabar is the University's primary external partner for this Action Project.

K. Project Leader and contact person:

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