

INITIATIVE & PRIORITY WORK SHEET

Goal Responsible (GR) Person: **Deena Gillespie/Jeremy Raisor**

Overall Responsible (OR) Person: Amber Hill

YEAR 1 (2019):	GOALS	RESOURCES				
Description of Assigned Goals	Needed College Resources	Operational Budget Requirements	Capital Budget Requirements	Challenges or Barriers	Can Complete In 1 Year? <i>(if no, move to year 2 or 3)</i>	List any unexpected barriers encountered during implementation:

#1. Implement a web-based payment system	IS, Business Office, Records and Registration, Students. Jenzabar consulting hours.	Annual Jenzabar and Nelnet increased support costs estimated at \$9,600/year	Jenzabar contract and Nelnet contracts for software licensing and migration: \$16,000	IT system. Communication. Payments amounts should be intuitive and easy to perform online.	Yes	Not having all the capabilities or system requirements we think we do in our system; not having human resources allocated to the project timely; not having system test servers functional
#2. Implement a web-based registration system (May include CRM and/or admissions modules)	IS, Business Office, Records and Registration, Students. Jenzabar consulting hours.	Annual Jenzabar increased support costs estimated at \$4800/year	Jenzabar contract for projects estimated at \$20,000	IT system. Communication. Registration should be intuitive and short.	No	Not having all the capabilities or system requirements we think we do in our system; not having human resources allocated to the project timely
#3. Student support delivery enhanced	FT faculty, PASS Team, IS Dept., Business Office, Advisers, Tutoring, DRA, FA, Veterans, Career Services.	Hobson's Starfish renewal - \$40,500	na	Collaboration & Coordination between Dept. Employee Participation, Software limitations	Yes	

YEAR 2 (2020):	GOALS	RESOURCES				Why were these goals NOT included in year 1?
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#2. Implement a web-based registration system (May include CRM and/or admissions modules)	IS, Business Office, Records and Registration, Students. Jenzabar consulting hours.	Annual Jenzabar increased support costs estimated at \$4,800/year	Jenzabar contract for projects estimated at \$20,000	IT system. Communication. Registration should be intuitive and short.	Complete	Not having all the capabilities or system requirements we think we do in our system; not having human resources allocated to the project timely
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Approval Signatures and Date
GR:
GR Supervisor:
OR:

Goals suggested to be deleted or placed on the "Opportunity Board." (Add brief rationale - leave blank if none)

OPERATIONAL PLAN

This form is ONLY completed for year 1 goals. List goals in order of importance, 1 being top priority.

Department Name: Business Office, Records and Reg, IS, Campus/Center

Fiscal Year of Execution: 2019

GOAL #	SUPPORTS STRATEGIC PLAN #	GOAL DESCRIPTION	# OF STEPS TO COMPLETE GOAL	DEADLINE FOR GOAL COMPLETION	ASSIGNED TO	RESOURCES NEEDED	MEASUREMENT OF COMPLETION
1	Improve student experiences - Enrollment Management #4	Fully implement a web-based registration payment system.	12	Fall Semester 2019	Amber Hill and Jeremy Raisor	IS, Business Office, Records and Registration, Students. Jenzabar consulting hours.	Successful online payment processing of 50% of enrolling students with no errors for Fall 2019 by May 2019 Registration.
	GOAL JUSTIFICATION						
Students must be able to easily register and pay for classes online, without needing to physically go to, or call, an NPC location.							
DETAIL OF ACTION STEPS							
GOAL # 1	DESCRIPTION OF STEPS						Time Estimage
Step 1	Define the current payment process.						11/1/2018- Completed
Step 2	Assess the related modules in Jenzabar and third party (Nelnet) to determine usability.						11/1/2018- Completed
Step 3	Obtain baseline data (such as, number of students that pay via phone, in person, E-cashier, etc.)						12/1/2018- Completed
Step 4	Collect requirements for Jenzabar, Nelnet, departments and students and develop a communication plan						January 2019- Completed
Step 5	Update the Jenzabar test server						1/1/2019- Completed
Step 6	Implement Nelnet/eCashier /epay upgrade (allows for online payments and real-time data transfer). This includes design, testing, training, deployment.						January-March 2019- Completed
Step 7	Implement JICS My Account (allows student to see amounts owed, paid, balances, and pay). This includes design, testing, training, deployment.						March-June 2019- Completed
Step 8	Correct any errors inside Jenzabar/JICS/Nelnet/Etc.						4/1/2019- Completed
Step 9	Test new systems for the registration and payment process, roll out communications in multiple media						4/1/2019- Completed
Step 10	Go live with new systems/process in Fall 2019.						5/1/2019- Completed
Step 11	Monitor and Control the online systems/process.						Ongoing after Go Live (Step 10)
Step 12	Obtain data to measure against baseline data.						Completed Fall 2019
SPASC APPROVAL?		APPROVAL DATE:					

OPERATIONAL PLAN

This form is ONLY completed for year 1 goals. List goals in order of importance, 1 being top priority.

Department Name: Business Office, Records and Reg, IS, Campus/Center

Fiscal Year of Execution: **2019 and 2020**

GOAL #	SUPPORTS STRATEGIC PLAN #	GOAL DESCRIPTION	# OF STEPS TO COMPLETE GOAL	DEADLINE FOR GOAL COMPLETION	ASSIGNED TO	RESOURCES NEEDED	MEASUREMENT OF COMPLETION
2	Improve student experiences - Enrollment Management #4	Fully implement a web-based application and registration process.	12	Fall Semester 2020	Deena Gillespie and Jeremy Raisor	IS, Business Office, Records and Registration, Students. Jenzabar consulting hours.	Successful online registration of 50% of enrolling students.
GOAL JUSTIFICATION							
Students must be able to easily register without needing to physically go to, or call, an NPC location.							

DETAIL OF ACTION STEPS

GOAL # 1	DESCRIPTION OF STEPS	Time Estimage
Fiscal Year 2019		
Step 1	Define the current registration process.	11/1/2018 - Completed
Step 2	Assess the related "online registration" forms and modules in Jenzabar to determine functionality.	11/1/2018 - Completed
Step 3	Obtain baseline data (such as, number and percentage of registrations that are processed online, etc.)	12/20/2018 - Completed
Step 4	Collect system capabilities and requirements.	12/1/2018 - Completed
Step 5	Update Test server	1/1/2019 - Completed
Step 6	Implement JICS Online Application (data entered here transfers to Jenzabar and prevents double data entry). This includes design, testing, training, deployment.	October 2019 - Delayed
Step 7	Explore Online Application options including building our own in Drupal (on the public website), using software identified by the eSign committee (FormStack, FormFlow, etc.), multiple options for different student types (such as Dual Enroll), and other alternatives.	Completion date unknown - dependant upon other committees, funding, and budget cycles.
Fiscal Year 2020		
Step 8	Contract with Jenzabar to activate online registration features not currently enabled (for new students & info updates)	Feb-20
Step 9	Work with Systems Analysts to develop an adaptive online application form that accommodates all student types	March - April 2020
Step 10	Begin preliminary testing and modification iterations for online application	April - May 2020
Step 11	Expand testing, gather feedback, and make final modifications	May - June 2020
Step 12	Work with Systems Analysts to integrate online application with Jenzabar including the ability to prevent duplicate ID's, accept/reject/modify incoming data, and build related reports	June - July 2020
Step 13	Make enhancements to the Active Directory and MyNPC account creation process to reduce current waiting times for student registration	Jul-20
Step 14	Analyze new systems and processes, gather student feedback, and measure against baseline data.	Ongoing

SPASC APPROVAL?	APPROVAL DATE:
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OPERATIONAL PLAN

This form is ONLY completed for year 1 goals. List goals in order of importance, 1 being top priority.

Department Name: Information Systems & PASS Team

Fiscal Year of Execution: FY2021

GOAL #	SUPPORTS STRATEGIC PLAN #	GOAL DESCRIPTION	# OF STEPS TO COMPLETE GOAL	DEADLINE FOR GOAL COMPLETION	ASSIGNED TO	RESOURCES NEEDED	MEASUREMENT OF COMPLETION
1	Improve student experiences - Enrollment Management #4	Expand/enhance existing student support delivery system using as much online technology as possible	TBD: integration of student support needs to be aligned with specific recommendations provided by the Enrollment Management Guided Pathway team.	TBD: integration of student support needs to be aligned with specific recommendations provided by the Enrollment Management Guided Pathway team.	TBD: integration of student support needs to be aligned with specific recommendations provided by the Enrollment Management Guided Pathway team.	Resources needed for FY 2019 will likely involve IS Dept and Student Services. When the Guided Pathway recommendations are adopted, anticipated resources will be from FT faculty, PASS Team, IS Dept., Business Office, Advisers, Tutoring, DRA, FA, Veterans, Career Services.	TBD: integration of student support needs to be aligned with specific recommendations provided by the Enrollment Management Guided Pathway team.
	<p>GOAL JUSTIFICATION</p> <p>Providing as much online support as possible will improve student experience in registration, advisement, and study. The Starfish Early Alert system is a tool used by faculty, advisors, and other supporting units to student support once when they enroll in a course. Initial team discussion suggested that the college used to have an online chat function for advisor. Since majority of the integration of student support needs to be aligned to specific recommendations provided by the Enrollment Management Guided Pathway team (March 2019), the current proposed plan will limit to exploring and potentially expanding the academic advisement area in hopes that students will have better experiences in their registration process based on existing online functionality. Detail steps will be revised upon adoption of specific Guided Pathway recommendations.</p>						
DETAIL OF ACTION STEPS							
GOAL # 1	DESCRIPTION OF STEPS						Time Estimage
	Fiscal Year 2019						
Step 1	Revisit existing online chat function for advisors						TBD - dependent on online registration process
Step 2	Determine the feasibility of integrating online chat function to the online application or registration process (include design process)						TBD - dependent on online registration process
Step 3	System redesign and testing if decision related to step 2 is adopted, implement specific online chat function						TBD - dependent on online registration process
Step 4	Pending specific Guided Pathway recommendation adoption, discuss with Guided Pathway team on integration of student support, develop operational plan with the online payment and registration detailed steps in mind						TBD - dependent on online registration process