Academic Affairs

Digitizing the Process: Development of a Digital Academic Requirements Committee Petition

Project Management Plan
Purpose
The primary goal of the Digitizing the Process Project is to create a better, more sustainable process for students filing Academic Requirements Committee (ARC) petitions. Utilizing online resources would eliminate redundancies, create institutional memory, work toward a paperless environment and reduce the amount of time and labor for everyone involved.

Expected Outcomes
- Deployment of a fully functional digital ARC petition.
- Train appropriate faculty and staff on use of digital ARC petition.
- Increase efficiency of ARC petition process by reducing turnaround time (current turnaround time can be up to 10 weeks).

Scope
- Develop maps of all the possible paths of the ARC petition including all of the possible departments, faculty and staff members who will need to approve different sections of the petition.
- Determine what information will need to be imported from Banner or other external data sources, for Academic Requirements Committee review.
- Evaluate the various technology platforms available on campus for creating a digital document management workflow with digital signage capability and pick the one best suited to the petition process requirements.
- Work with OIT to develop the secure online petition form and to establish standard login to work as an electronic signature for the students and all other approvers.
- Work with OIT to implement the electronic workflow and digital signature within the chosen platform.
  - Create a method for uploading and attaching letters of support, a student DARS, and other documents related to the decision process.
  - Ensure system maintains documents and records in a retrievable format for internal tracking, future referencing, and auditing purposes.
- Develop an assessment plan for continuous process improvement.
- Provide training to all ARC petition reviewers, including advisors.
- Specify how and where students will access the petition
- User Acceptance Testing in Spring 2014
- Pilot a test petition in Summer 2014
- Launch digital ARC petition Fall 2014
## Roles & Responsibilities

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<th>Role/Assigned Parties</th>
<th>List of Responsibilities</th>
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| **Vice Provost for Academic Innovation and Student Success**  
  ● Sukhwant Jhaj | ● Ultimate authority and responsibility for the project budget, timeline and scope |
| **Project Sponsors**  
  ● Karenna Wait - Project Coordinator, Office of Information Technology  
  ● Alan MacCormack - Chair, Academic & Research Computing  
  ● Yves Labissiere - Interim Director, University Studies  
  ● Cindy Baccar - Registrar, Enrollment Management and Student Affairs | ● Responsible to ensure that project is in line with Departmental needs/goals  
  ● Work to assure availability of essential project resources within the specific Department |
| **Project Lead**  
  ● Randi Harris, Special Assistant to the Vice Provost for Academic Innovation and Student Success, Academic Affairs | ● Serve as central point of communication for the project, Manage project budget  
  ● Co-manage key project documentation  
  ● Mitigate issues & risks |
| **OIT Project Lead**  
  ● Karenna Wait - Project Coordinator, Office of Information Technology | ● Oversee day-to-day operations of the Project Team |
| **Project Manager**  
  ● Hans VanDerSchaaf | ● Manage overall scope and schedule including administering the change management process  
  ● Mitigate issues and risks |
### Project Assistant
- Lia Halverson, Project Management Assistant, Office of Academic Affairs

- Support project through work including documentation, action follow-up, project plan updates, scheduling meetings and status report updates.

### Project Team
- Nicole DuPont, Associate Registrar, Enrollment Management and Student Affairs
- Angela Garbarino, Assistant Director for Degree Requirements & Veterans Certification Admissions, Records & Registration, Enrollment Management and Student Affairs
- Anna Pittioni, Degree Certification Specialist, Admissions, Enrollment Management and Student Affairs
- Becki Ingersoll, Associate Director, Advising & Career Services
- Cody Rich, Office Specialist, University Studies
- Jerrod Thomas, Interim Director, User Support Services - Office of Information Technology
- Roger Linhart, Application Support Specialist, OIT
- Brodie Franklin, Business Process/Workflow Analyst, OIT

- Carry out daily project tasks
- Serve as first line of defense in issue and risk mitigation

### Communications
Communications are a central part of this project. The Project Lead, and other team members when applicable, are requested to provide information approximately two times per term for status reporting and, on an ongoing basis, act as champions of the project.

### Change Process
A change request may be submitted by any project participant. If the change does not impact the project scope as defined by project documentation (MOU, Project Management Plan and any additional statements of scope), the schedule, or the budget of the project as assigned to various categories, then the change can simply be a conversation between the Project Lead and the Requestor. The Project Lead may then determine whether or not the change requires additional input from any member of project
leadership, including the Steering Committee and Project Sponsors. Project leadership (Project Lead and Project Sponsors) may then, at their discretion, determine if a formal change request is needed.

If the change being requested will have or has the potential to have an impact on the project scope, schedule or budget then the following formal change process must be initiated:

1. The Requestor will fill out a Change Request Form as completely as possible.
2. Requestor submits the Change Request Form to the Project Manager and the Project Lead via email, who then convenes the Steering Committee if one exists.
3. The Steering Committee, if one exists, will make a recommendation to the Vice Provost for Academic Innovation and Student Success, who is the final decision-maker on all change requests. The Vice Provost for Academic Innovation and Student Success will determine the overall impact of the change, vet the change with relevant parties/stakeholders and make a decision as to whether or not the change will be approved.
4. If no Steering Committee exists, the Project Lead will share the Change Request Form with the Project Sponsors for their review and input. The Project Lead and Project Sponsors will then will make a recommendation to the Vice Provost for Academic Innovation and Student Success, who is the final decision-maker on all change requests. The Vice Provost for Academic Innovation and Student Success will determine the overall impact of the change, vet the change with relevant parties/stakeholders and make a decision as to whether or not the change will be approved.
5. The Vice Provost for Academic Innovation and Student Success or Project Sponsors will communicate the decision back to the requestor and will, subsequently, communicate any changes that were made to the scope, timeline or budget to all the appropriate parties. This will include distributing the completed request to the project team.