Academic Affairs
School of Business Administration
Reaching Out: Utilizing Technology to Enhance the Student Experience

Project Management Plan
Purpose
The Undergraduate Programs Office will utilize technology to enhance the student experience for undergraduate business students. Systems will be put in place to offer online advising & job counseling using video chat. By offering video chat advising to students outside the state or country, advisors will be better able to assess whether information is being understood and identify areas for further clarification. This will likely result in fewer registration mistakes and thus decrease the students’ “time to degree”. An additional component of this project will be developing a more significant online presence, including a redesign of the School of Business website. The redesign will include the addition of professionally created videos with faculty, alumni and employers discussing information relevant to prospective students like potential career options and testimonials on their experience.

Expected Outcomes
1. Deliverable: Two promotional videos about the value of a business degree for the SBA website including the use of web analytics to track video views and website hits.

2. Deliverable: Standards of Practice (SOP) for distance advising
   a.) SOP for advisors how to advise Online including Worksheet tools and technology use routines
   b.) SOP for students how can students access Online appointments and what tools do they need to do so

3. Deliverable: Student satisfaction survey measuring web page quality and advising availability/satisfaction

Scope
- Utilize award money to purchase six laptops that have video technology built in to enable online video chat for all five advisors and the career manager. Currently the computers used in the Undergraduate Programs Office are unable to handle the increased speed that video chat advising will necessitate.
- The award money will also fund two production-quality videos for the website and enable the redesign of the undergraduate programs website to make it more efficient and intuitive.
- Implement the video chat advising/career counseling and through this experience, identify best practices and share them with others on campus.
# 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**                           |                                                                                           |
| ● Scott Marshall - Associate Dean of Graduate Programs, School of Business Administration  
  ● Erica Wagner - Associate Dean of Undergraduate Programs, School of Business Administration | ● 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**                               |                                                                                           |
| ● Becky Sanchez - Director, Undergraduate Programs Office, School of Business Administration | ● Serve as central point of communication for the project, Manage project budget  
  ● Oversee day-to-day operations of the Project Team  
  ● Co-manage key project documentation  
  ● Mitigate issues & risks                                                                 |
| **Project Manager**                            |                                                                                           |
| ● Hans VanDerSchaaf - Senior Project Manager, Office of Academic Affairs | ● 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**                               |                                                                                           |
|                                             | ● Carry out daily project tasks                                                          |
• Saori Clark - Academic Advisor, School of Business Administration
• Haley Holmes - Academic Advisor, School of Business Administration
• Doug Siegler - Academic Advisor, School of Business Administration
• Wenye Tang - Director of Marketing and Recruitment, Undergraduate Business Programs, School of Business Administration
• Keri McGee - Academic Advisor, School of Business Administration
• Ashley Storey - Academic advisor, School of Business Administration

- Create/contribute to project deliverables as applicable
- Serve as first line of defense in issue and risk mitigation
- Support requirements gathering process for business and systems requirements as applicable
- Contribute to creation and documentation of policies and procedures
- Serve as liaisons and project champions to all project stakeholders

Other Stakeholders
• Scott Dawson - Dean, School of Business Administration

- Be available to the Project Team to answer questions and provide feedback as needed

**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 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.