

# Improving Student Access To Course Notes using ISRS

Team 4



# Team Sponsors



**Don Supalla, President**

**Scott Sahs, Chief Information Officer**

**Ginny Boyum, Dean of Academic Affairs**

**Problem:** Students are able to see notes related to a course when registering online. The problem is that when they print their schedule, the notes disappear.

*Course notes might include:*

Additional fees, alternate meeting locations, additional lab time requirements, login information for online courses, and many others.

**Team Charge:**

What are the possible solutions or workarounds?  
Suggest, pilot and implement.

# Team Members



**Abel Asfaw**

*Network Administrator*



**NORMANDALE**  
COMMUNITY COLLEGE

**Tonya Hanson Huber**

*Registrar*



*Central Lakes College*  
A COMMUNITY & TECHNICAL COLLEGE

**Scott Streed**

*Director of Technology Services*



**Matt Traxler**

*Director of Enrollment Services*

**MESABI  
RANGE**

Community & Technical College

**Jennifer Willard**

*Director of Student Support Services*

# PROBLEM SOLVED!



## Class Schedule

Semester: Fall Semester 2012

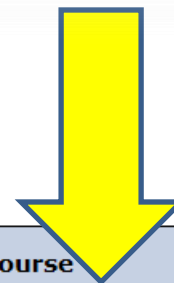
[Change semester](#)

Advisor: None

Major: None

# Applaud Loudly Now!

Click on Course ID link in the first column to drop/change a class.



Course ID/Section/Title	Credits	Non-Credit Hours	Grading Method	Instructor	Date Range	Days Times	Building Room	Withdrawn Course	Course Notes
<a href="#">000667</a> ART 1109 10 Exploring Photography	3.00	0.00	Letter Grade	Klocek	08/27/2012 12/19/2012	M W 9:00A- 10:30A	F 2297		In addition to class time students work 4 studio hours outside of class each week.
				Klocek	08/27/2012 12/19/2012	M W 9:00A- 10:30A	F 2295		

NOTE: Room locations and instructor assignments may be subject to change. You are advised to check your class schedule for changes just prior to the start of the term.

### Days

M=Monday; T=Tuesday; W=Wednesday; H=Thursday; F=Friday; S=Saturday; Su=Sunday

# Team 4 T-Shirts







# A New Problem

We needed a new project.



**Abel Asfaw**

**Network Administrator**

 **North Hennepin Community College**

# Background

The course notes enhancement project brought a new problem to light. The requesters had received minimal feedback or information from the System Office and found out only by chance that the request had been implemented.

There had to be a better way to track and communicate enhancement requests, and thus, the purpose of this project was born.

# Project Scope

Create a project proposal to improve the request, prioritization, status communication, and transparency of the enhancement request process for ISRS enterprise systems.

# We Believe...

- This project would improve communication, transparency, and understanding of the enterprise system's project prioritization process.
- Campuses would learn about new enhancement requests and have the opportunity to comment and rank project proposals.
- MnSCU ITS would have more guidance and clarity on system-wide enhancements, which would benefit the majority of users without restricting others.

**Matt Traxler**

Director of Enrollment Services



# Our Bright Idea...

We recommended the development of a web-based enhancement request intake and tracking system.

ISRS users would be able to locate ISRS information at one central web site, including:

- Submitting enhancement requests and following their status
- Viewing enhancement requests submitted by others
- Voting and commenting on requests

# Team Charge

- Research other MnSCU institutions to see if they are having the same problem and determine their campus needs regarding this project.
- Research and define the current processes for submitting and prioritizing enhancement requests.
- Determine the information campuses want to be able to view about each project.
- Explore the feasibility of this project.
- Create a project proposal document ready for implementation upon approval.



# Project Tasks and Timelines

July 2011	Week 1 of Leadership Academy. Teams, sponsors and projects are assigned and have first meeting.
Dec 2011	Team/sponsor meeting
Feb 2012	Luoma Annual Gathering and Team/Sponsor meeting
April 2012	Team meeting with MnSCU System Office administration
April 2012	Team meeting to discuss System Office meeting outcome
May 2012	Team members create and review a mock interface demonstrating desired features and functionality.
June 2012	Gather/organize feedback from stakeholders (business groups, administration, project sponsors, MnSCU ITS) to report back to the group
July 2012	Finalize template and proposal; present to project sponsors and Academy

# Business Problem

- ▣ What is the status of my request?
- ▣ Has another school already reported this ISRS related “bug”?
- ▣ When can we expect a particular enhancement request to be completed?

# Business Problem continued

- ▣ Is a different business group currently working on part of my request?
- ▣ How does my campus provide input towards an enhancement request made by another school?
- ▣ How are the projects being prioritized?

# Scott Streed

## Director of Technology Services



# THE PROPOSED SYSTEM DESIGN

- ISRS enhancement request intake and tracking system
- Design concept complete – ready to submit to developer
- Web Based – Accessible from PC, Mac, iPad .... Whatever
- Centrally Hosted – possibly at the System Office or at a campus as a shared service

# THE PROPOSED SYSTEM DESIGN

- Use StarID for Authentication?
- Simple design – Only three tables in database
  - Main Table
  - Status Table
  - Votes Table

# THE PROPOSED SYSTEM DESIGN

Field Name	Data Type	Description
Request Number	Numeric	Used internally for linking to status table. Automatically incremented and assigned when a new request is submitted.
Project Name	Text	Name of the project request
Project Status	Text	Drop down list that contains pre-defined values such as new, under consideration, implemented, not feasible, etc.
Project Area	Text	Business Group that this project applies to (Finance / Admissions / Registration / Financial Aid / Etc)
Project Detail	Text	Large text area for users to enter description of the project request
Strategic Justification	Text	Large text area for the requestor to identify how this request relates to and supports the local campus or MnSCU strategic plan.
Submission Date	Date	Date that request was submitted. Automatically assigned by system.
Initiation Campus(s)	Text	List of campuses submitting request
Request Contact	Text	Name of one person who will serve as the main contact for this request
Request Email	Text	E-mail address of the request contact
Priority	Text	Recommended priority of request
Completion Date	Date	Requested completion date
Project Manager	Text	Name and contact information of assigned project manager
Votes	Numeric	Number of votes this request has received by users



# THE PROPOSED SYSTEM DESIGN

Status Table

Field Name	Data Type	Description
Request Number	Numeric	Used to link to main table
Date	Date	Date of note
Note	Text	A large text field for project managers to enter comments and notes regarding status updates.

Votes Table

Field Name	Data Type	Description
Request Number	Numeric	Used to link to main table
Date	Date	Date of vote
Priority	Numeric	Holds values of 1-3 allowing voter to rank importance
Comment	Text	A large text field for voters to enter comments regarding the request.

# THE PROPOSED SYSTEM DESIGN

## **Logical Function Overview**

### **Add Request**

User is presented a form to fill in the information to add a new request.

### **Browse Requests**

User can browse through a list of requests. Ideally, there should be some filter capabilities so the user can limit the list by range of dates, business group area, status, etc.

### **Search Requests**

User can enter key words to search for requests matching specified criteria. Wildcard and “fuzzy” searches should be supported. Results should be presented in a list that the user can select a specific request from to get complete detail.

### **View Request**

After browsing or searching for requests, the user can select a request, and see complete detail and all status notes and comments associated with the request.

# THE PROPOSED SYSTEM DESIGN

## **Logical Function Overview - Continued**

### **Vote**

While viewing a request, the user would have the opportunity to vote, rank priority (1=high, 2=medium, 3=low), and add comments regarding the request. This function would append a record to the votes table. The view request function would then be responsible for querying the votes table for the request being displayed, calculating the total number of votes, determining an average priority level, and also display any comments.

### **Update Request**

For use by ISRS project managers. This would give the manager the ability to update status fields of the request. An e-mail would be sent from the system to the request contact outlining what updates and changes were made to the request.

### **Add Comment**

For use by ISRS project managers. This would give the manager the ability to enter notes and comments regarding the request. An e-mail would be sent from the system to the request contact outlining what comments were made to the request.

# THE PROPOSED SYSTEM DESIGN

- Looking for a home!

# Jennifer Willard

## Director of Student Support Services



# People Surveyed

- Admissions Officers (MnSCU Business Group)
- Registrars (MnSCU Business Group)
- Financial Aid Officers (MnSCU Business Group)
- Campus ISRS Users
- Campus Managers and Supervisors
- Campus Administration
- System Office Administration
  - Darrel Huish, Vice Chancellor for Information Technology
  - Doug Knowlton, Vice Chancellor for Academic and Student Affairs
  - Mike Lopez, Associate Vice Chancellor for Student Affairs
- Project Sponsors

# Things we have learned about Leadership...

- Clearly set goals and objectives
- Manage time effectively – schedule time for yourself
- Work with your strengths
- Parts of the journey were uncomfortable
- Communication is key!
- It's OK to not know all of the answers -- ask questions continually
- Find a “mentor” whom you trust
- “You get out of it what you put into it”



“Never doubt that a small group  
of thoughtful, committed  
people can change the world.  
Indeed, it is the only thing  
that ever has.”

- *Unknown*