

## Action Project

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**Institution:** Moraine Park Technical College  
**Submitted:** 2004-09-01                      **Contact:** Nadine Allen  
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### Timeline:

Planned project kickoff date: --

Target completion date: --

Actual completion date: --

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

Room Scheduling/Resource System

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

This strategy involves the purchase of a web-based resource scheduler (course and event) that links to the I-series. The system will assist in scheduling courses and events, provide detailed reports needed by various departments of the college for facility utilization, energy management and maintenance scheduling.

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

Primary Category: Supporting Institutional Operations

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:

This Project is one of the top priority Focus Strategies that resulted from the College's Strategic Planning Process. The current scheduling system is not linked to the I-series system which requires duplicate data entry for all room reservations or cancellations. It does not provide reports on room utilization, equipment/technology in each room, nor any efficient, effective ways to search for room availability. In addition, the current system does not accommodate multiple classroom schedules within the online delivery mode system. It does not offer an event planner which could offer catering, room setup options and other special needs as well as a billing module for contracted services or facility rental agreements.

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

\* Primary Learning System \* Facility Planning \* Buildings and Grounds Maintenance \* Institutional Advancement/Research

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

\* Room scheduling – Process used to search, hold and reserve rooms to meet the needs for instruction, students, administrative staff or external customers \* Facility planning – Process includes room utilization data to determine facility needs for building additions or remodeling \* Buildings and Grounds Maintenance – Process to determine maintenance and cleaning staff needs and schedules and review energy management efforts by centralizing room usage and controlling energy in unused areas

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

As an approved focus strategy and AQIP project, resources will be dedicated as a priority. Progress reports will be required not only to AQIP but also to the College Planning and Leadership team as well as the District Board.

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

Timelines for completion of: \* Team review of bid specifications \* Team assessment of vendor demonstrations \* Purchase of software and/or hardware products \* Team updates on bridging schedule \* Room database created including room attributes \* Field testing \* Field test feedback review and revisions \* End-user training feedback review \* Updated job descriptions to reflect new staff roles/responsibilities in maintenance of system

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:

\* Student Satisfaction survey results related to facilities \* Room utilization trending \* Energy management report trending

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

2004-05 Quantitative and Qualitative Performance Targets: \* Document baseline data for: - Student Satisfaction survey results related to facilities - Room utilization trending - Energy management report trending \* Create bid specifications to purchase a web-based scheduling project that meets the College's needs. \* Identify and create a scheduling bridge between the new product and the existing registration system on the I-series \* Create reporting tools \* Test new product and interface \* Complete end-user training \* Transition existing data into new program

2005-06 Quantitative and Qualitative Performance Targets: \* Implement new program for the 2005-06 scheduling calendar \* Create feedback instrument to solicit improvement suggestions (Institutional

Advancement/Research) \* Refine procedure and reporting tools  
2006-07 Quantitative and Qualitative Performance Targets: \* Track facility utilization and energy management reports \* Create benchmarks and trending patterns; draw comparisons to other similar colleges

K. Project Leader and contact person:

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### Annual Update: 2006-09-12

A. Describe the past year's accomplishments and the current status of this Action Project.

As of July 2005 we met the following Quantitative and Qualitative Performance Targets: • Purchased a web-based scheduling software package that met the bid specifications created by a cross-functional team from various units across the college. The package chosen was CollegeNet's R25. • Populated the system (R25) with college-wide room information. • Created a bridge (interface) between the scheduling software (R25) and the course information system on the legacy course set-up system on the IBM I-Series so that courses scheduled in the I-Series will be shown on the R25 Calendar Views. • Tested the interface in batch mode by transferring all existing course set-up information from the I-Series to R25. • Identified gaps that need to be resolved in the transfer process. Due to the full-time dedication of our IT staff resources to the PeopleSoft conversion, this project does not have any further updates.

**Review (10-20-06):**

This is an important action project in that it connects with AQIP Category (6) Supporting Institutional Operations. The institution has been making reasonable progress toward completion of the project, having created and tested the interface between a newly adopted software system and legacy software. However, addressing the incompatibilities between the two systems is on hold due to the temporary unavailability of IT staff currently committed to another software conversion project. This reviewer has been through several institutional software conversion projects and can advise that good things take time, as improving systems,

processes, or results doesn't happen overnight; even small improvements accumulate and create big changes.

**B. Describe how the institution involved people in work on this Action Project.**

The team involved in the selection, purchase, and implementation of R25 is composed of individuals from several distinct units across the college. The group included managers, technicians, and support staff that have a vested interest in the product and its functionality.

**Review (10-20-06):**

It is admirable that this project engaged both staff and administration in the project. Given that pulling various groups together is an often time consuming task, perhaps the next IT project could also involve interested faculty who might later serve as proponents of any new system that impacts faculty work environments (AQIP Category (4) Valuing People. Be sure to celebrate success at each stage of the project and continue to communicate progress throughout the institution (AQIP Category (5) Leading and Communicating).

**C. Describe your planned next steps for this Action Project.**

- Continued testing of the interface in transaction mode.
- Close the identified gaps through set-up modifications and/or other work-arounds.
- Install and test the web-viewer.
- Create a series of reports that will be available to end-users.
- Train selected staff that will serve as trainers for all other users.
- Conduct end-user training in October 2005.
- Transition non-course information such as meetings, vehicle reservations, and the like, from Lotus Notes to R25
- Fully implement the program for all events scheduled after January 1, 2006.
- Create Feedback instrument to solicit improvement suggestions.
- Refine procedure and reporting tools
- Track facility utilization and energy management reports
- Create benchmarks and trending patterns; draw comparisons to other similar colleges. Further progress needs to be re-evaluated and a schedule determined by the IT Department staff.

**Review (10-20-06):**

Your goals for next steps in this Action Project will flow naturally from your previous year's good work.

**D. Describe any "effective practice(s)" that resulted from your work on this Action Project.**

We think that the processes used to initiate this Action Project were successful and would be willing to share the experience with others across the higher education community.

**Review (10-20-06):**

The "effective practice" you initiated indicates that both the motivation and competence to achieve your goals lie within your people and your institution.

**E. What challenges, if any, are you still facing in regards to this Action Project?**

We anticipate challenges integrating this work into the Student Provisioning and PeopleSoft implementation time-lines. Time constraints currently exist for the IT staff.

**Review (10-20-06):**

It is assumed that the institution has a real commitment to the success of this action project and a clear understanding of the resources required to ensure that success in a timely manner. Perhaps consideration could be given to either outsourcing or contracting in temporary IT staff to complete this action project (AQIP Category (4) Valuing People and (6) Supporting Institutional Operations).

**F. If you would like to discuss the possibility of AQIP providing you help to stimulate progress on this action project, explain your need(s) here and tell us who to contact and when?**

Not an issue currently.

**Review (10-20-06):**