

Action Project

Institution: Moraine Park Technical College
Submitted: 2004-09-01
Email: nallen@morainepark.edu
Contact: Nadine Allen
Telephone: 920-924-3287

Timeline:

Planned project kickoff date: --

Target completion date: --

Actual completion date: --

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

Student Usernames and Passwords Consulting

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

The college currently has approximately 1,800 computers used by students in classrooms and labs. Students are not required to identify themselves when they sit down to use a computer. This project will determine how to implement a system that requires students to enter a username and password before they can use a computer.

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

Primary Category: Measuring Effectiveness

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 students' experience in the classroom is an important factor in teaching and learning. Students now use computers in most areas of study. These machines need to be in good working condition and reliable. Currently, the college has an ineffective practice for controlling access to equipment and often, people use computers for things they were not intended to be used for. This causes students who need them to lose productive learning time. By limiting the use of the machines to only those students who need to use the computers, the data and instructional materials they offer will become much more reliable.

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

* Primary Learning System * Instructional Technology

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

* Network Access – the process used to access the networked facilities of the college. * Internet Access – using a computer to access instructional materials on the internet. * Student Administration – using the computer to manage student information (grades, billing, etc.)

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 (CPLT) as well as the District Board.

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

* Number of calls to the Help Desk relating to student computer access, data retrieval/reliability and computer

breakdown * Incidents of broken computers. * Incidents of unauthorized computer use

I. Describe the overall "outcome" measures or indicators that will tell you whether this Action Project has been successful or failure in achieving its goals:

* Number of calls to the Help Desk relating to student computer access, data retrieval/reliability and computer breakdown. * Incidents of students having problems accessing the network * Number of classes impacted by students who cannot access computers * Number of computers that are not operational

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

2004-05 Quantitative and Qualitative Performance Targets: * Document baseline data for: - Number of calls to Help Desk relating to student computer access, data retrieval/reliability and computer breakdown - Incidents of students having problems accessing the network - Number of classes impacted by students who cannot access computers - Number of computers that are not operational. * Create design specifications to purchase and implement software to manage electronic student identity. * Identify a process for notification of students. * Identify a process for notification of instructors. * Design the process for management of student usernames. Implement a pilot test of Student ID and Username Process for an identified student group. * Evaluate Student ID and Username Process pilot test. 2005-06 Quantitative and Qualitative Performance Targets: * Implement reporting process for Students with Usernames. * Discuss system changes with students and staff. * Refine procedure for reporting tools 2006-07 Quantitative and Qualitative Performance Targets: * Link student usernames to other electronic student facilities

K. Project Leader and contact person:

Contact Name: Janice A Collins, Outcome Assessment/NCA Associate

Email: jcollins@morainepark.edu

Phone: 920-924-3287 Ext. 3287

Annual Update: 2006-08-31

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

The original phase of this project was completed in August, 2005 and was designed to create new student network accounts, user names, and passwords by an automatic process of transferring student data from the iSeries mini-computer system to the network based Novell eDirectory services system. Because the student data contained on the iSeries platform is in the process of being converted to the PeopleSoft application, it was necessary to modify the student network account provisioning to adapt to the PeopleSoft application. Moraine Park contracted a consultant to assist in the modification of the student provisioning project. Various departments have been involved in the modification process and have made helpful contributions. Thus far, numerous meetings with stakeholders have taken place and a project plan developed to make the changes to the existing process. Project requirements were established, and a design of the new modified system completed. Many programming changes have been made and are in the process of being tested. Validation testing will begin in mid-September and the project will be implemented when the PeopleSoft conversion is finished.

Review (09-13-06):

Moraine Park Technical College has identified a worthy goal in developing systems that allow for the tracking of computer use, which works toward the longer term goals of helping students learn. Progress toward the implementation of a variety of AQIP

categories is occurring as a result of this project including the facilitating the teaching-learning process, leading and communicating, supporting institutional operations, and measuring effectiveness. This project appears to have been developed out of the institution's desire to understand student's needs. The project, implemented in 2004, has clear plans for the 2005 and 2006 school years. The institution has taken on the formidable task of tying together 1800 computers with a large number of students and employees. The institution has made considerable progress this year despite several challenges, including data inconsistencies impairing the conversion process. This progress has clearly involved a variety of departments on campus, allowing them to give both input and feedback on the process. It has been beneficial to include those who are most likely to be using the system once it is implemented. The testing process is presently occurring, and it is likely that the items identified as requiring change will be successfully addressed based on the use of multiple sources for ideas in developing and using the system. One can assume that this has been a long and tedious process at times, requiring great technical knowledge as well as human relations skills. You should be pleased with the progress that has occurred. Even though the system is not yet in its final form, it appears well on its way. The steps made this year are also working toward the ability of the institution to develop communication systems, networks and processes that will guide the organization in a variety of ways. Clearly the implementation of this program will help the institution gather and analyze data regarding the use and misuse of its computer systems, and guide the institution to make more effective and efficient use of these systems.

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

Because this project required much interaction from several units at the college, several meetings were conducted to include all of the stakeholders in the process. Every major work unit at Moraine Park was included in one or several of the planning meetings. Information Technology relied on the consensus of the cross-functional group to help guide the planning and program modifications necessary. To achieve a truly integrated solution to this complex project, it was imperative to seek input from all those that would be impacted by the final product.

Review (09-13-06):

Various departments and stakeholders have been included in the process, fitting the AQIP ideals of involving people and building collaborative relationships. For example, every major work unit at Moraine Park was included in the development process. The process has included contracted consultants, Administrative Computing staff, Network Services staff, managers, and others working together. Although it has likely occurred, there were not references in the report to a great degree of involvement from faculty or students – primary stakeholders who will be using the system. Collaboration by a number of important stakeholders is clearly occurring.

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

As soon as the validation testing is satisfactorily completed in September, and the Administrative Computing team is ready to complete the conversion to the PeopleSoft system, this project will move ahead. As new student network accounts are provisioned from the system, the project team will monitor for any situations or issues that may arise. If there are no major issues to deal with, the project team will focus on continuing phase

II of this project, the provisioning of employee network accounts.

Review (09-13-06):

It appears that the validation testing will soon be completed (or may be completed at the time of this review). It is likely that this testing will identify areas needing further improvement or modification which may take time to implement. Moraine Park Technical College is nearing the completion of the first phase in this process that includes student use, and likely will move onto the next phase which includes employees. Phase II will undoubtedly move more quickly as the much of the groundwork has been laid. This next phase will also be enlightened by feedback provided by students as they make use of the new system.

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

Great synergy was developed and fostered between the contracted consultant, the Administrative Computing staff and the Network Services staff with regard to discussing, analyzing, coding program solutions, and testing results. The frequent meetings that were held between the teams and the positive backing of the managers helped move this project along smoothly. All of this was guided by the project plan and the strong involvement of all the team members.

Review (09-13-06):

One identified effective practice included working with people (for example, Administrative Computing and Network Services staff members, consultants, managers, and so on). You referred to "great synergy" emerging from your frequent meetings. Perhaps this mutually satisfying collaboration was planned, or perhaps it was an unanticipated positive outcome of working in an effective and productive manner. It may be helpful to identify other effective practices that have resulted from this initiative. Identifying these successes and disseminating them to employees at the beginning of phase II may aid in their cooperation. In the near future, look for ways that the system helps achieve the AQIP category of helping students learn, how it assists with the learning process, and with overall student development. This may help gain additional excitement and cooperation from employees as they work with you toward phase II.

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

Although the challenges on this project were numerous and very complex, the cast of players made the work and decision-making much easier. The biggest challenge that faces this project is the extremely poor data that is stored on the iSeries system. Because this data will be converted to the PeopleSoft system, it needs to be "clean" data. Since the data has many inconsistencies, the project has been delayed past the mid-August target date until the data can be fixed. Once the validation testing is completed in September, the Student Username and Password project will be put on hold until the PeopleSoft conversion project is completed.

Review (09-13-06):

Delays may continue to occur because of missing and inconsistent data. These delays are likely inevitable, but hopefully the good working relationship between those involved will assist in productively dealing with the inevitable delays. You may face some hurdles in dealing with student resistance in phase I and employee resistance in phase II, so it may help to show how the process assists in students learning, aids in communication,

helps the institution work toward its mission, and so on.

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?

n/a

Review (09-13-06):

Although labor intensive and time consuming, it is clear that many of the AQIP categories will be achieved to a greater extent as a result of this project. The continuation of this initiative will likely assist with facilitating the teaching-learning process, leading and communicating, supporting institutional operations, and measuring effectiveness. The progress you have made should be applauded.