

<b>Project Name</b> New Student Orientation Online Education	<b>Request Date</b>	<b>Project Number (AGIT Use Only)</b>
<b>Project Sponsor</b> Cori Planagan	<b>Desired Date</b> Summer 2013	<b>AGIT Owner (AGIT Use Only)</b>
<b>Short description of project / purchase (one sentence)</b> This initiative would launch required, web-based education for new UI undergraduates on sexual assault prevention, alcohol and drug use, and healthy relationships.		

**ALL requested and/or recommended technology projects must complete the checklist below.**

*Definition: A project is a temporary endeavor undertaken to create a unique product, service, change, or result. A project is different from “business as usual” activities (operational work) in that it has a number of distinguishing features: it brings about change, has unknown elements therefore create risk that must be managed, and has a defined start and end (is temporary). In contrast, “business as usual” activities are characterized by having known policies, processes, procedures or precedents which may be followed, virtually no risk is present, the activities are not new but repeated (albeit not necessarily very frequently) and therefore does not offer change.*

**CHECKLIST**

YES	NO	CRITERIA
X		1. Requires new ITS and / or other departmental information technology resources (including new or increased support needs)
		2. List amount of initial plus five-year on-going information technology costs for the project (i.e. first time hardware/software acquisition, professional services, annual maintenance, staffing, etc) \$ _____
X		3. Requires new integration with existing information technology or electronic data systems such as Banner, FAMIS, R25, and ITS Identity/Access Management.
X		4. Affects information technology aspects of multiple organizational components of the university.
X		5. Has information security aspects with respect to implementation of the information technology (privacy, confidentiality regulatory or compliance).

- IF checking ‘NO’ to all criteria above, submit the completed checklist to AGIT for final review and approval.
- IF checking ‘YES’ to any of the criteria above, the Proposal form (below) must be completed and submitted to AGIT for further review and assessment.

**AGIT Findings**

**1. Criteria utilized in review process**

Proposal identifies and serves the university’s priority commitment and efforts related to student safety. It is consistent with best practices in the student life area. Both fiscal and staffing resources as well as operational support were identified and confirmed. Alternatives were not seen as viable at this time.

**2. Findings**

Approved to proceed with purchase and implementation as included in the proposal

**3. Comments**

Concerns were noted regarding the policy aspects of the implementation of this system but were not considered to be within existing AGIT purview.

**Proposal**

**OVERVIEW**

1. **University Responsibility** - *Identify the name, email and phone number for the following:*
  - a. **Sponsoring Department**
    - i. **Office of the Dean of Students**
  - b. **Executive Sponsor** *(highest ranking person responsible for acquiring all required resources necessary to successfully complete this project as well as removal of barriers that would impede its progress).*
    - i. **Bruce Pitman**
  - c. **Project Manager** *(individual responsible for the day-to-day coordination and management of this project)*
    - i. **Cori Planagan**

2. **Description** -- *Include in the description the following: the need, opportunity and/or the problem to be solved; the project scope including the definition of success; as applicable, describe the existing process that needs to be automated or enhanced; and for medium to large requests, provide a short description of each feature comprised in the project.*

Best practices for new student orientation programming on college and university campuses indicate that quality education programs ought to be required on the topics of sexual assault prevention, alcohol and drug use, healthy relationships, and how these topics are interrelated. The University of Idaho has provided a variety of different education programs during New Student Orientation and beyond on these topics and the Office of the Dean of Students is seeking new solutions to educate students and reduce risky behaviors. "Think About It" will allow students to learn the concepts and material at their own pace in the location of their choice with a computer and speakers. "Think About It" provides a multimedia, interactive, and relatable educational program that also includes games, opportunity for self reflection, and a reward system for completion. This system will also enable the Office of the Dean of Students to track student participation and completion, which has not been as feasible or possible with previous program models. The students will also be asked to complete questions about their behavior which will be reported anonymously, and the summary reports will be accessible to Office of the Dean of Students staff.

3. **Required Costs and Resources**
  - a. **Budget estimate** -- *Include both one-time and ongoing for hardware, software, staff hours (both ITS and non-ITS personnel -- including within the sponsoring department and others), consulting /professional services.*

<Brian Borchers – 03/10/2013>

<Cori Planagan – 04/02/2013 updated; due to rounding, some figures are off by \$1 resulting in a \$3 difference in the total from the total in the Total Cost of Ownership sheet. >

Description	Dean of Students	Registrar's Office	ITS	Total
Implementation and First Year	16,092	2,955	330	1,9377
Year 2	12,146	302	124	1,2572
Year 3	12,343	304	128	1,2775
Year 4	13,619	306	132	1,4057
Year 5	12,741	308	136	1,3185
<b>Total Cost</b>	<b>66,941</b>	<b>4,175</b>	<b>850</b>	<b>7,1966</b>

\*See "Total Cost of Ownership – NSO Online Ed.xlsx" for cost details

b. **Financial commitments /resources for above**

<Brian Borchers – 03/10/2013>

All licensing and vendor support costs for this application will be covered by the Office of the Dean of Students. Funding for the initial implementation and for five years of licensing and support has been identified for this project.

**PROJECT BACKGROUND**

1. **Context** -- Describe if it is a regulatory requirement, a mandate, supportive of a local tactical/operational plan, or supportive of a specific element of the University of Idaho strategic plan.

The University has an obligation to provide educational programming to our new students about sexual assault prevention, alcohol and drug use, healthy relationships, and how these topics are interrelated. As stated in the standards for orientation programs put forth by the Council for the Advancement of Standards (CAS) in Higher Education, orientation programs must articulate the institution's expectations of student behavior; provide information about personal health, safety and security; and indicate availability of services and programs.

Title IX of the Education Amendments of 1972, its implementing regulations, and the 2011 Dear Colleague letter issued by the US Department of Education require higher education institutions that receive federal funding to take steps to prevent, investigate, and take action on reported sexual harassment and sexual violence. The Dear Colleague letter states that "schools should take proactive measures to prevent sexual harassment and violence." The proactive measures include student orientation programs and "should include discussion of what constitutes sexual harassment and sexual violence, the school's policies and disciplinary procedures, and the consequences of violating these policies."

**Violence Prevention Programs within the Office of the Dean of Students is in the process of applying for a Department of Justice grant that will fund campus initiatives to reduce sexual assault, domestic violence, dating violence, and stalking on campus. A condition of the grant funding is to require all new students to participate in an education program on these topics.**

Providing education to all new students on sexual assault prevention, alcohol and drug use, healthy relationships, and how these topics are interrelated also clearly aligns with the University of Idaho Strategic Plan, Goal 4 Community and Culture, Objective A (Be a community committed to access and inclusion) and Objective B (Be a community committed to civility and respect). University level learning outcomes "Clarify purpose and perspective" and "Practice citizenship" are also supported when implementing the "Think About It" education program.

This particular online training will allow the Office of the Dean of Students to require and track course completion, which is integral to the program's success and effectiveness as well as meet the standards and requirements above.

2. **Value proposition** -- Identify projected cost savings and/or efficiencies and/or profitability (if applicable) and the associated timeframe as well as related process or service improvements.

"Think About It" allows monitored completion of the in-depth education program at the students' own pace over a three to four month period. Previous in-person, presentation-style education programs occurred once or twice during New Student Orientation, did not track attendance, and did not cover the breadth and depth of topics.

3. **Beneficiaries** – Identify who on campus or which off-campus constituent group will directly or indirectly benefit.

Students taking the education program will benefit most from the program having learned important health and safety information. It is the hope that this will translate to better decision making, better behavior, and fewer incidents of

sexual violence, unhealthy relationships, and harm resulting from alcohol and/or drug use. Fewer of these incidents benefit our entire campus community.

4. **Risks** -- Describe all risks associated with doing as well as NOT doing this project.

There is the monetary risk of doing this project in that we are paying for a product that we have not used before and do not know with certainty that it will deliver on its promises. There is also the risk of introducing a new enrollment hold and the associated processes. This will create a barrier to students completing enrollment functions should they not complete the course on time. It is nearly certain that a subset of students will be frustrated with this and the requirement overall.

The more significant risk is if we do not implement this program. If education on these topics is not delivered in this format, the Office of the Dean of Students will need to adopt a different format that has not been determined.

5. **Alternatives Considered** -- Document alternatives considered and why rejected. Changes in business processes to accommodate existing technology solutions should be considered and documented.

I have not looked into Blackboard or NetLearning per se, but we do not have the capacity to build the depth and breadth of content provided in Think About It. Coming up with the content from scratch would be a huge endeavor; it would take years and dedicated staff. Think About It has numerous videos, interactive and animated games, quizzes, a "badge" point system for correct answers and reading extra articles provided, and more. Here is an abbreviated demo site: [http://el.lawroom.com/demo\\_campus\\_2012/](http://el.lawroom.com/demo_campus_2012/) password: think2012. There is audio for all of it, so speakers or headphones will give you the full experience. Once logged in, you can click on "menu" on the top right to skip around, but students cannot skip around until they have completed the full course in the sequence that it is presented. Also, the full course is not reflected in this demo. I cannot think of a comparable technical solution on our campus or elsewhere.

<Brian Borchers – 03/10/2013>

#### **Existing Methods**

The Office of the Dean of Students has enlisted a variety of methods in the past to educate new students on these health and safety topics. While these methods have met some success, participation has not been mandatory and impractical to monitor.

#### **Other Vendor Applications**

Upon review, it is apparent that this is the only application available which provides this functionality and course content. The University Purchasing Department has already approved a sole source acquisition of this product based on this evaluation.

#### **Existing Applications**

The most likely candidates for existing applications would be Blackboard and NetLearning. While both applications provide varying levels of functionality for student training, the level of effort required to produce course materials that approximate what is available through "Think About It" would be significant. In addition, the same support work of creating a Banner interface to integrate the course completion requirements would be needed, as would the student communication efforts. It was determined that no application currently available on campus can approximate the functionality available through this application at a comparable cost and level of effort.

6. **Timeframe and Urgency** -- *Identify relevant timeframes or related timelines. Do we need to do this right now or can it wait? Define the level of urgency and priority compared to other work, both project and operational.*

**Proposed timeline for the implementation of "Think About It". Note that there will be an overlap between semesters. We have reviewed the functionality with the vendor and the application can accommodate this. Student populations will be identified by a course timeframe or other identifying information. If a student does not complete the course during the assigned timeframe, administrators will be able to manually adjust their record for the next available timeframe.**

#### **Fall Semester 2013**

May 31 – Completion of "Implementation Checklist" for the vendor. This will complete prep work for using the application.

July 15 – Upload initial list of students to Think About It. These would be new students for Fall 2013.

July 22 to Sept 9 – Weekly uploads of new students.

July 15 to Nov 1 – Communication campaign to encourage students to complete the course.

Aug 26 – First day of classes and deadline for first incentive for Think About It completion.

Oct 4 – End of sixth week of classes. Next set of incentives for Think About It completion. Statistically the first six weeks are the highest risk weeks of the semester for sexual assault and other risky behavior for students.

#### **This is the point at which the Banner interface and new hold code will be needed**

Nov 2 – Place holds on those who have not completed the course. This is the date after the last day to take a W for a course. We do not want to create barriers for students to take Ws. Nov 3 and beyond – Remove holds as students complete the course.

End of semester – Request a report from the Registrar's Office containing who has this type of enrollment hold.

#### **Spring Semester 2014**

Dec 2 – Upload initial list of students to Think About It. These would be new students for Spring 2014.

Dec 9 to Jan 29 – Weekly uploads of new students.

Dec 2 to April 3 – Communication campaign to encourage students to complete the course.

Jan 15 – First day of classes and deadline for first incentive for Think About It completion.

Feb 21 – End of sixth week of classes. Next set of incentives for Think About It completion.

April 4 – Place holds on those who have not completed the course.

April 5 and beyond – Remove holds as students complete the course.

End of semester – Request a report from the Registrar's Office containing who has this type of enrollment hold.

7. **Constraints** -- *Identify constraints such as budget, schedule, staff, equipment, facilities and infrastructure, etc.*

#### **<Brian Borchers – 03/10/2013>**

The primary constraint for this implementation is a dependency on Office of the Registrar staff to build an interface to the Banner application. This interface will be used to assign a new hold code to new students that have not completed the safety course by a specified date during the semester. Alternatively, the Office of the Dean of Students could manually apply the hold codes until the interface can be built. As this is a new process, it will be difficult to estimate the number of manual entries that would be required.

## **CONNECTIONS**

1. **System impacts / dependencies** -- *Identify any prerequisite projects as well as any related or connected processes or projects that will need modification or changes as a result of this project. Describe how existing systems and processes need to be modified or extended to accomplish this project.*

The Banner hold codes referred to in this document are enrollment holds and they prevent students from making any changes to their schedules, current and future, as well as prevent them from doing things like ordering transcripts. The

main intent of the hold for this program is to prevent them from registering for classes for the next term, but there will be some collateral "holding" of other enrollment functions, as I understand from the Registrar.

<Brian Borchers – 03/10/2013>

The Office of the Dean of Students will utilize existing data feeds from Banner to load new student records into the new hosted application. No additional coding will be required to provide the necessary data. Student records will be loaded using an SSL-based upload process available through the application. Student data files will be maintained on the UI network shared drive prior to execution of the load process. This data will not be stored on local drives. No sensitive information will be included in the data loaded from Banner to the hosted application.

Students will be notified via email when the course is ready to be accessed. The email will contain a link which will allow them to access the online course. Responses given by students for course material will NOT be stored in context to the student ID. Response counts will be maintained only at the institution level. Once the course has been completed, the student will not be able to retake the course unless explicitly by a course administrator. At the completion of the course, students will be prompted to complete a course evaluation. At this time, they will be asked to provide their gender and class standing. These values will be associated with their student ID. This information will only be accessible by course administrators. The Office of the Dean of Students is planning on 2 to 5 administrators for this application.

An interface to Banner will be created to associate a new hold code with new students that have not completed the online course by a specified date. The interface will create a hold code association only for students that are still registered for the semester. The Office of the Registrar will define the new hold code in Banner. They will also build the Banner load process and work with the Office of the Dean of Students to test the interface. The Office of the Dean of Students will also be responsible for removing hold codes from student records using an existing Banner interface screen.

In addition to the new process flow described above, the Office of the Dean of Students will need to implement steps to clearly communicate the requirement of course completion to all new students as well as the potential impact on the registration process. It will also be necessary for the Office of the Dean of Students to provide direction to any students impacted by a hold on the registration process.

2. **Enterprise Systems Integration** -- *Requirements for interfacing to all institutional IT/ ERP systems including but not limited to: ITS Authentication (LDAPS), Banner – HR, Banner – Finance, Banner – Student, VandalCard, Document Imaging, Web Services, and Help Desk.*

<Brian Borchers – 03/10/2013>

As indicated above, the only new functionality to be developed by University staff is the new interface to Banner. This interface will create associations between a new Banner hold code and new students that have not completed the course by a specified date during the current semester. This interface will be created and maintained by the Office of the Registrar. The interface will not remove the hold codes once the student has completed the course. It will be the task of the Office of the Dean of Students to remove the hold codes manually as students complete the course.

3. **Stakeholders -- impact and/or buy-in** -- *Identify various stakeholders (both from within ITS and outside) whose support is required to make this project successful. Has their buy-in been secured? If not, what conditions or constraints have they placed on their support?*

<Brian Borchers – 03/10/2013>

Implementation of this application will require assistance from the Office of the Registrar. They will be responsible for creating a new hold code in Banner and building an interface process for assigning the hold code to new students that have not completed the online course. This office will also provide ongoing support for this interface. Nancy Krogh has discussed this initiative in detail with Cori Planagan and has agreed to provide the above described support in time for the proposed implemented dates.

Assistance will not be required from ITS for this implementation or for ongoing support.