The Higher Learning Commission Action Project Directory

Shawnee State University

Project Details	

Title	Creation of a one-card system on Shawnee's campus	**Status**	REVIEWED
Category	3-Understanding Students' and Other Stakeholders' Needs	**Updated**	09-14-2010
Timeline		**Reviewed**	09-25-2010
Planned Project Kickoff	09-19-2008	**Created**	11-24-2009
Target Completion	06-30-2011	**Version**	2 of 2

1: Project Goal

A: Create a "card system" that would allow students to purchase meals, books, vending machine items, copies, campus laundry services, etc. through their student ID. In addition, attempt to partner with local businesses to allow students to use their ID's in their establishments.

2: Reasons For Project

A: This project has been discussed for a couple of years and was an idea that surfaced for general discussion at the AQIP Conversation Day in April of 2005. In addition, AQIP Action Team 3 found that a one-card system was one of many common desires expressed by our students during numerous meetings with multiple student groups. The implementation of such a system could greatly enhance student satisfaction. Elements of a one card system are already in place and all areas of campus are increasingly seeing the value of implementing such a system.

3: Organizational Areas Affected

A: Student Affairs including Housing, Student Activities, and Athletics; Finances and Administration including the Business Office, Purchasing, Human Resources, University Information Services and Facilities; and Academic Affairs including the Library, University College, and departmental labs

4: Key Organizational Process(es)

A: Service to students; accounting of student activity; monitoring of printer, lab, and recreational facilities all have the potential of improving as a result of this project.

5: Project Time Frame Rationale

A: It is anticipated that this project will be phased in over a couple of annual budget cycles with different features of the one-card system being implemented at a time.

6: Project Success Monitoring

A: Target dates for the implementation of different one-card services will be established. Student and SSU employee satisfaction with the system will be monitored.

7: Project Outcome Measures

A: The success of this project will be measured by how many services are added to a one-card system and how trouble free the use of the card system is for students and campus offices.

Project Update

1: Project Accomplishments and Status

A: Our accomplishments over the past year have included:

- The development of a timeline for re-carding students and staff. Re-carding will begin in November 2010 and will continue through the end of the current Fall Semester. The new card will be used beginning with Spring Semester 2011.
- The design and production of 5,000 pre-printed cards, complete with the new SSU Bear Claw logo.
- Identification of a one-card core team of individuals
- Two locations have been identified for the production of cards: (1) the Information Desk on the first floor in the University Center and (2) the new Student Service Center to be located on the second floor of the University Center. Locating card production services at the Information Desk in the UC provides students with the opportunity to obtain their card when the Student Service Center is closed.

2: Institution Involvement

A: The institution involved individuals in key roles within the affected organizational areas including:

- Joanne Charles, Associate VP of Finance and Administration
- Rich Hawk, Associate Director of Application Computing and Operations
- Mark Russell, Database and Applications Manager
- Bob Trusz, Associate VP of Enrollment Management
- Mark Moore, Registrar
- Bill Rockwell, Assistant Director of Student Housing
- Liz Blevins, Director of Communications
- Amanda Eaton, Graphic Designer
- Michelle Finch, Accountant
- Leigh Gerlach, Web Developer

Together, this core group is helping to identify the steps necessary to get the One Card system "off the ground" and functioning. The group meets as needed to facilitate the implementation process.

3: Next Steps

A:
- Training on the Blackboard Transact system is a priority. Two members of our core group (Joanne Charles and Michelle Finch) will travel to Phoenix, AZ in September for training. For the short term, our main focus will be to test the system including, but not limited to: customer import from CARS CX, Sodexo/Student Housing Meal Plans, Financial Aid/Bookstore Charges, etc.
- Development of one-card policies and procedures.
- Development of a one-card web presence
- The Communications Department is working on a campaign to be launched in November to inform students of the new card and to prompt them to obtain their new card prior to leaving campus at the end of Fall Semester.

4: Resulting Effective Practices

A: Effective practices will be developed once training on the Blackboard system has occurred.

5: Project Challenges

A:
- A working knowledge of the Blackboard transaction system and its integration with the University CARS (Jenzabaar) student and accounting systems.

- Transmission of information from the CARS Housing system to Sodexo related to student meal plans.
- Transmission of student account balances from CARS to Barnes & Noble to facilitate the charging of books against financial aid.
- Development of "shared value" accounts for students where funding can be placed on the card and used in various locations on campus (vending machines, laundry machines, etc.)
- Exploration of the potential use of the card for purchases from some vendors off campus.
- Determination of who will administer the card and its related functions.

Update Review

1: Project Accomplishments and Status

A: Your institution has done a great job of solving many of the technical issues that you had identified in the previous updates and you are well into implementation. The Fall semester re-carding could provide time to work out any additional unplanned issues prior to Spring semester. Continued involvement of a core team is a positive strategy as is the customization of the actual card to include your institutions mascot or branding. Your Action Plan is a good example of your commitment to "Understanding Students' and Other Stakeholders' Needs".

2: Institution Involvement

A: There seems to be a good representation of departments and expertise, as well as, past experience with the Project to provide valuable input and ability to solve problems that might be identified. Would still encourage, as the reviewer did last year, to document how you are involving or gathering student input into a process that directly impacts them. Continuous improvement is not only the creation and implementation of change but the feedback loop of assessment and readjustment must also be shown. That can only be documented if you include students, which you may be doing, just need to document how it is done so you have a strong example for your portfolio, but more importantly, very satisfied students.

3: Next Steps

A: Some significant next steps are indentified to be completed in a short timeframe. Your commitment to making this work will be important to meet the assigned deadlines. Remember that it is still better to delay release if it means a better chance of success would follow. So after training, there may be additional issues that will need to be re-considered and thus don't rush implementation. The Communication Department's task could be a great avenue to involve the student body in getting their ideas and using them to helping spread the word and inform their peers on the new card. Maintaining the momementum of the past year will be important as this Action Project comes to close in the next year. The continued training and assessment will be important for the sustainability of the project. The success of this project could serve as an example for your portfolio's Category 8, Planning Continuous Improvement or Category 6, Supporting Institutional Operations.

4: Resulting Effective Practices

A: This section can be used as a place to share successes of the Action Project to date that might serve as examples to other institutions struggling with the same issues or to serve as examples of what you have learned that can be a model for future Action Projects your institution initiates. From the previous sections and last year's report though, it does appear like you have learned much in terms of integrating the bookstore and other software systems into a new one-card system, solved issues of re-carding time-lines and logistics of re-carding, and the importance of a cross-functional team of experts who can make decisions and implement change. These lessons would all be good examples to share with other institutions or useful to consider as you create new Action Project teams or tackle new initiatives.

5: Project Challenges

A: Your institution is making reasonable and substantive progress toward completion of this Action Project and development of an institution-wide continuous quality improvement culture. While challenges remain, you have a core team working on these issues and your partners, both internal and external, should be providing assistance as they too work to "Understand Students' and Other Stakeholders' Needs". Congratulations on the progress made to date and as mentioned earlier if the Project is not totally ready to go as planned, don't be concerned with taking a little longer if it means you will be more successful. That said, as technology changes and more applications are identified for use with the "one card" the official Project could be retired knowing that the retirement creates an opportunity to celebrate the successes to date and it will continue on as an unofficial Project through implementation, assessment and readjustment stages. Some of the challenges mentioned above could actually become a follow-up Action Project with a year time-frame for resolution. Regardless the decision on retirement, celebrate the success you had, recognize the individuals and teams who have made it happen and use what you have learned to ignite the energy of other teams and future Action Projects.